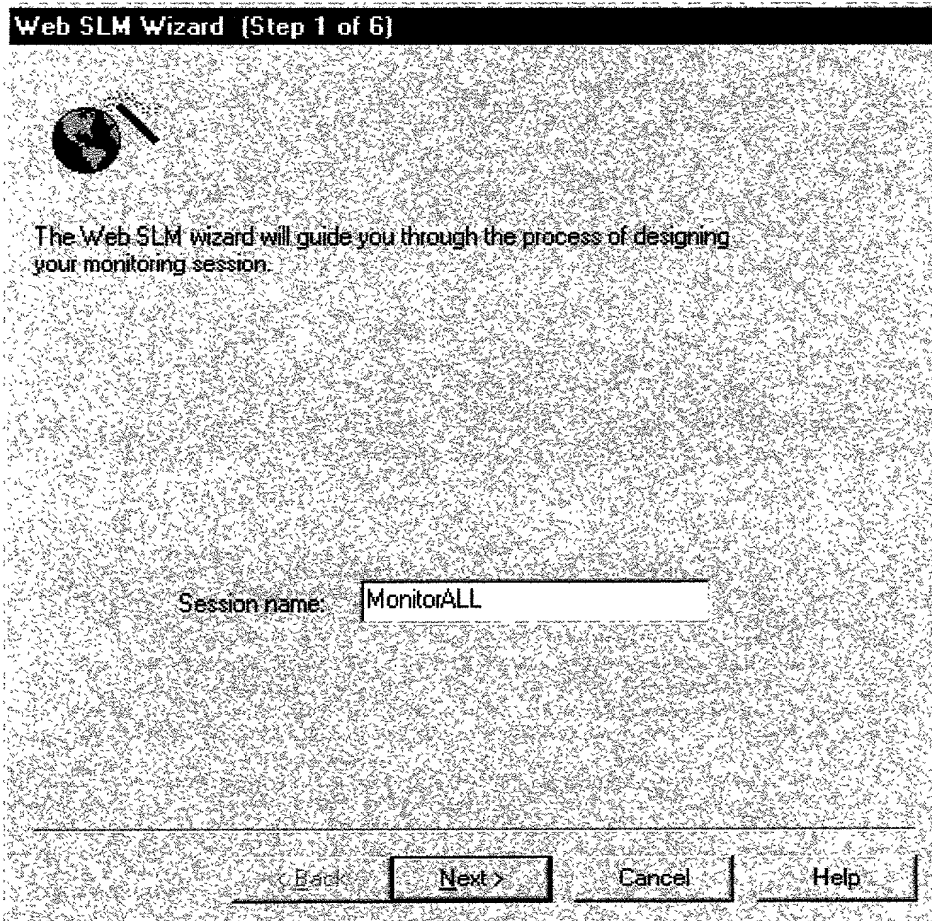
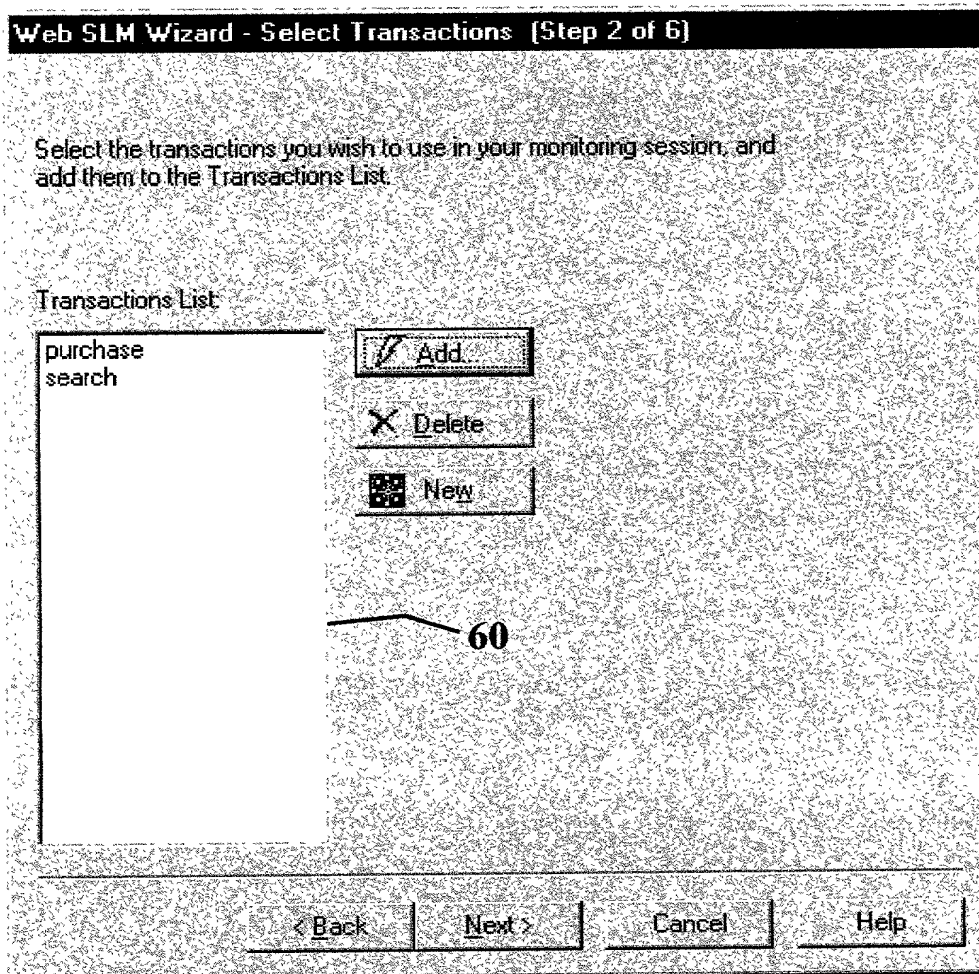


**FIG. 2**

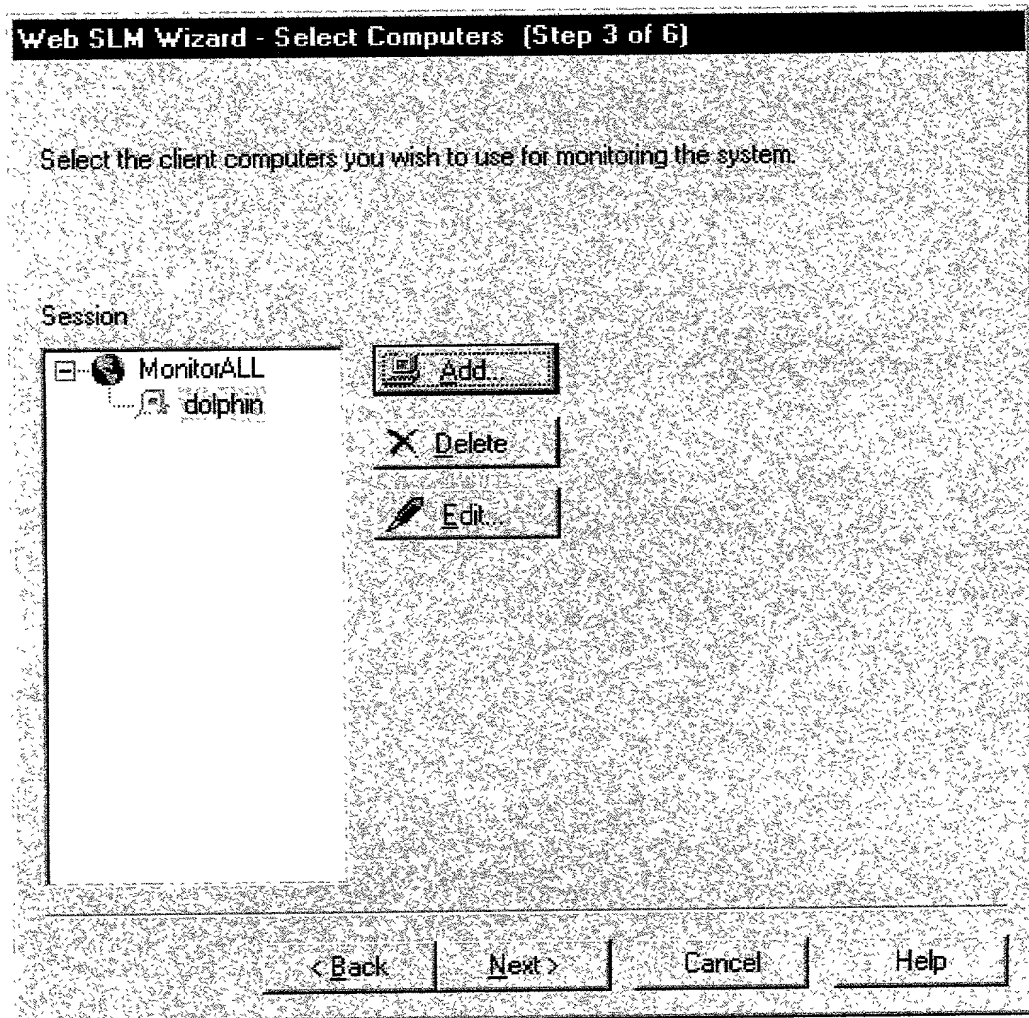


**FIG. 3**




**FIG. 4**

46 [



**FIG. 5**

Computer Properties



Computer

Computer name:

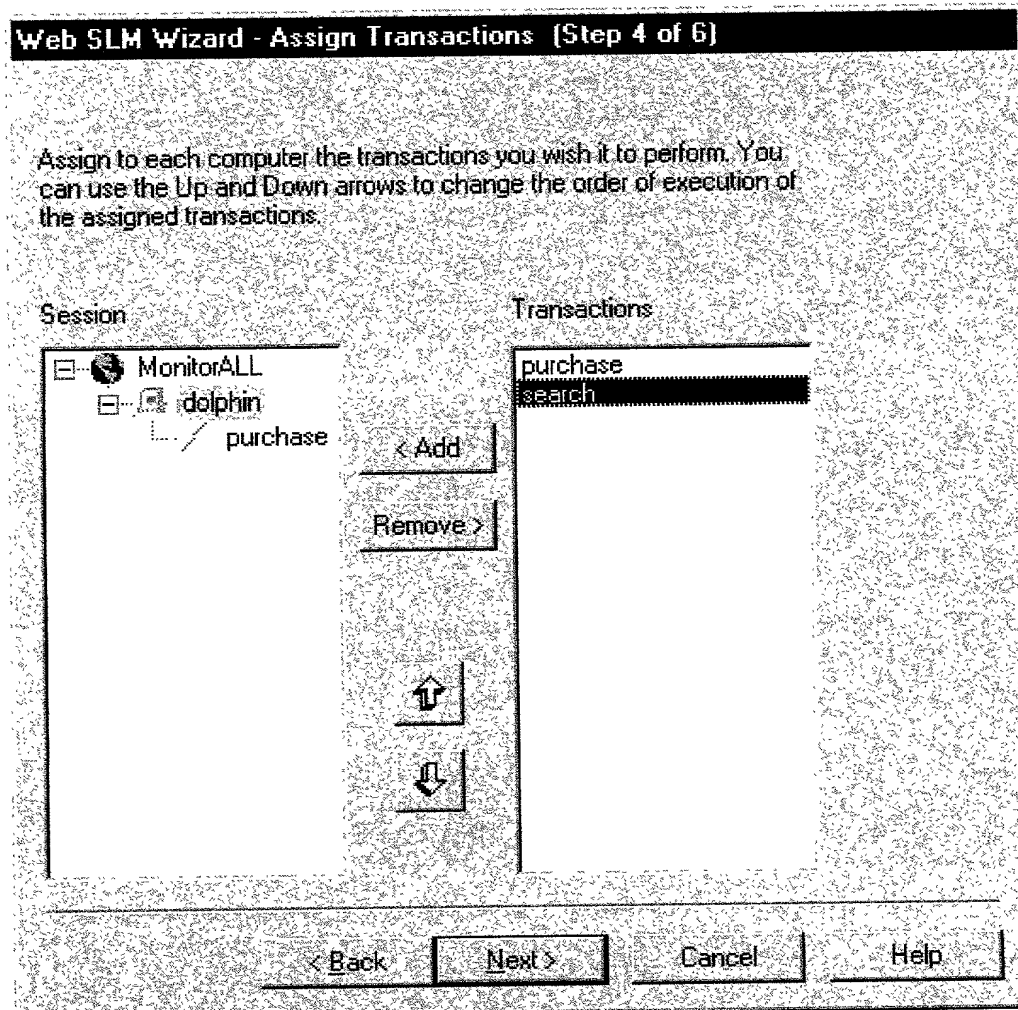
Properties

Location:

Organization:

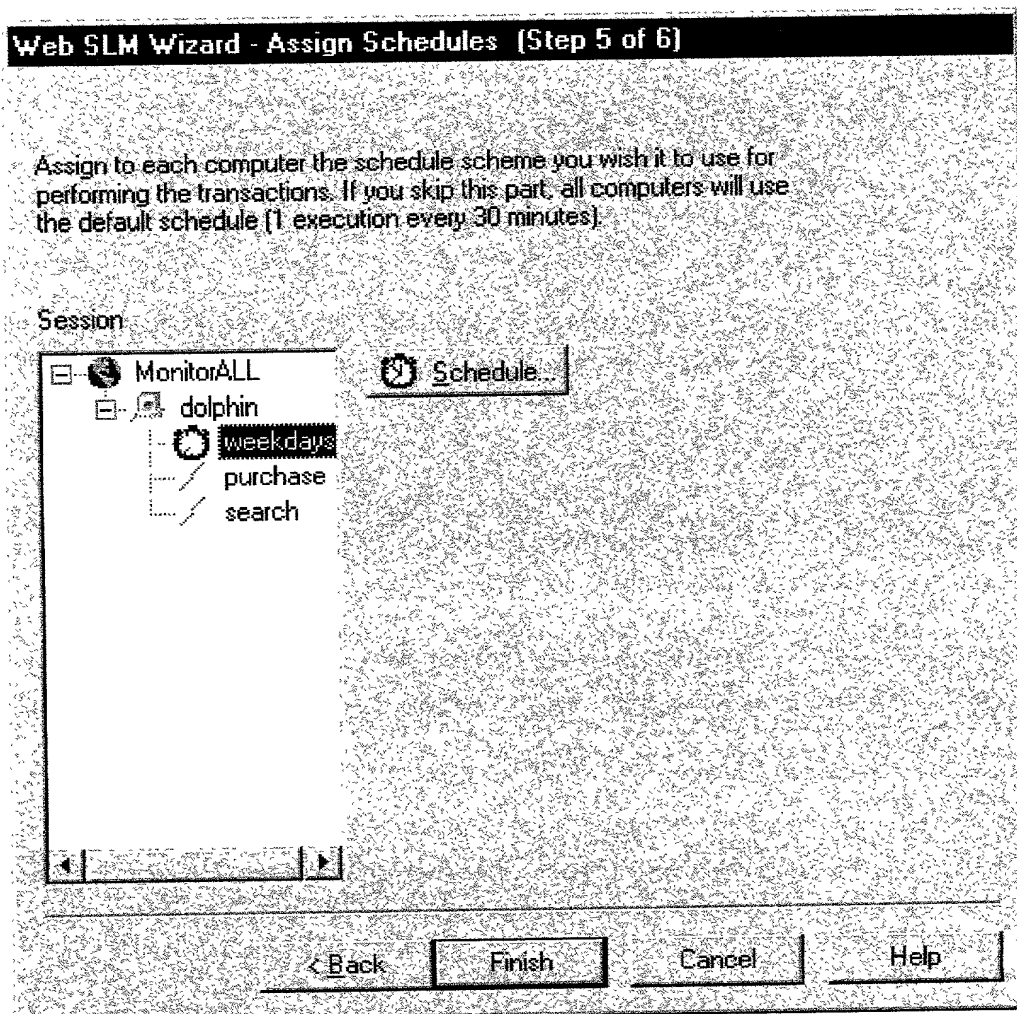
Internet provider (ISP):

**FIG. 6**



**FIG. 7**

46

**FIG. 8**



**Schedule Properties** [X]

Schedule Name: weekdays [Clock Icon]

Activate every: 30 minutes

Days of week: All week days

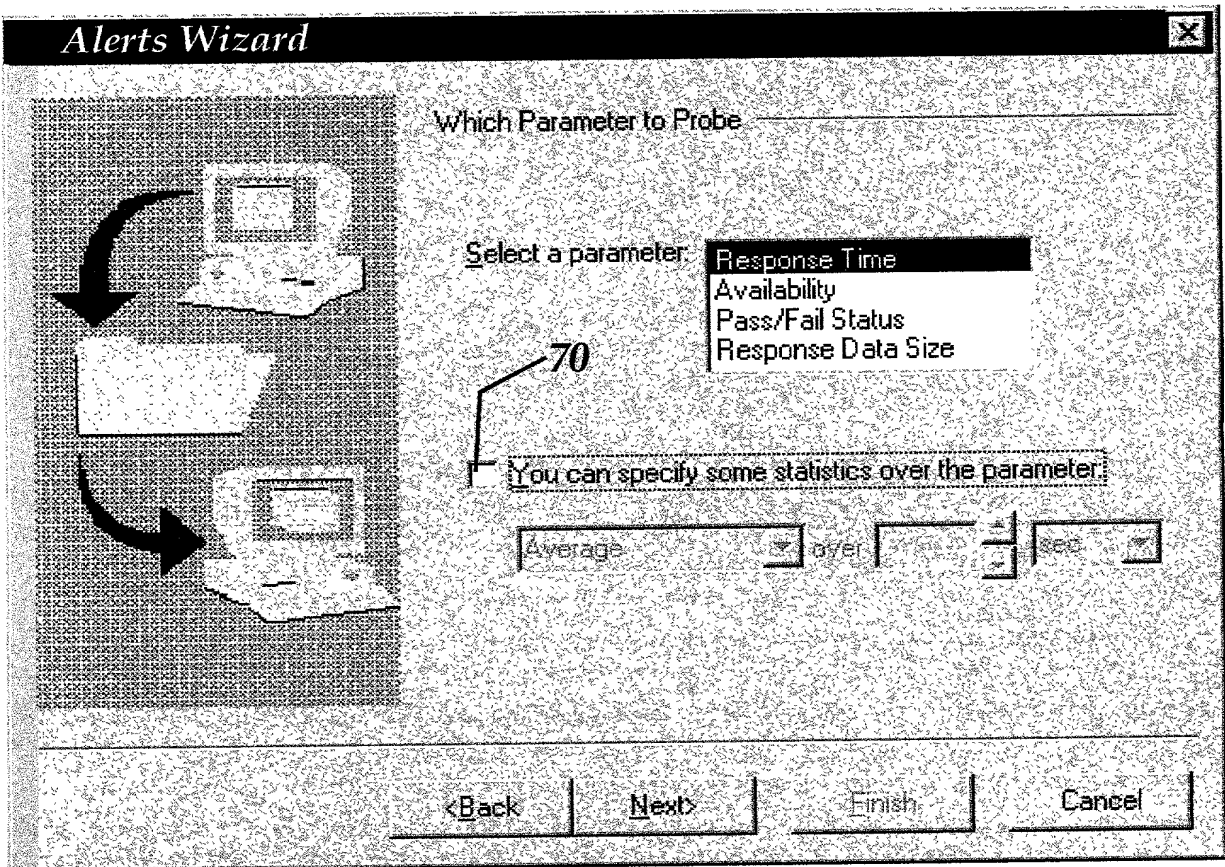
from Mon to Sun

Time of day: All Day

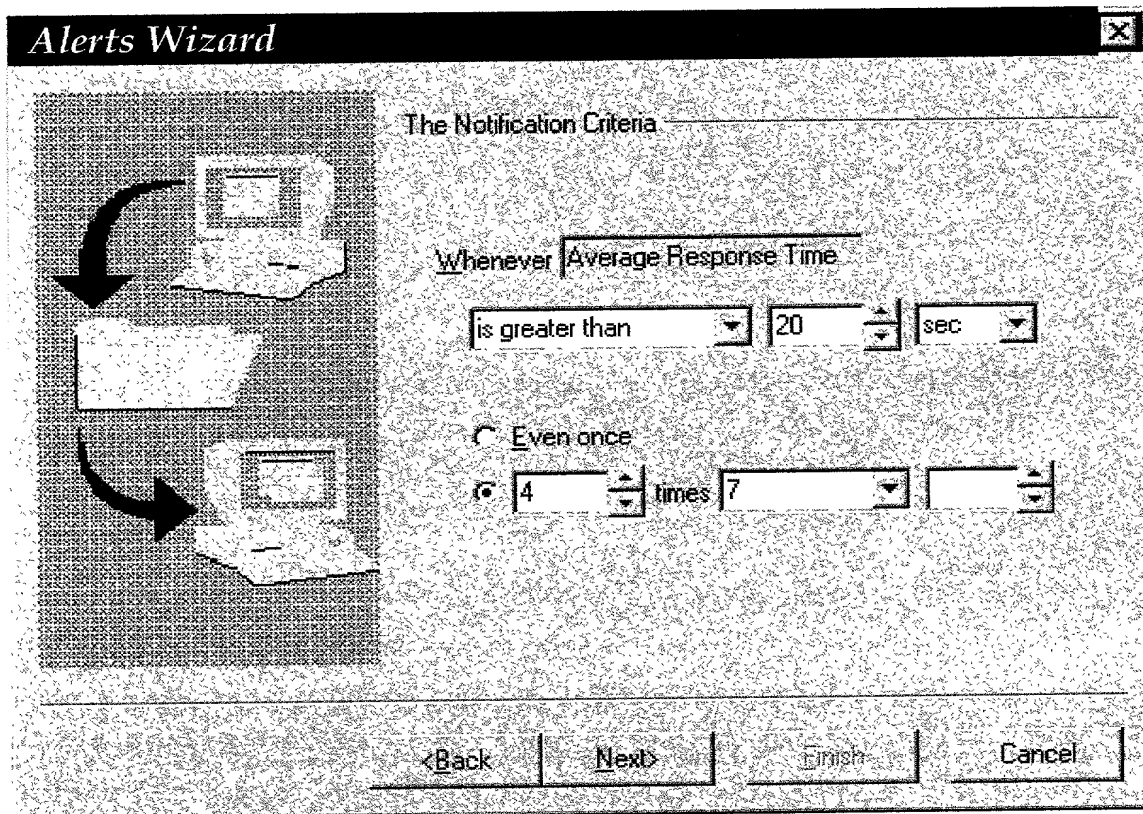
from 00:00 to 23:59

OK Cancel

**FIG. 9**

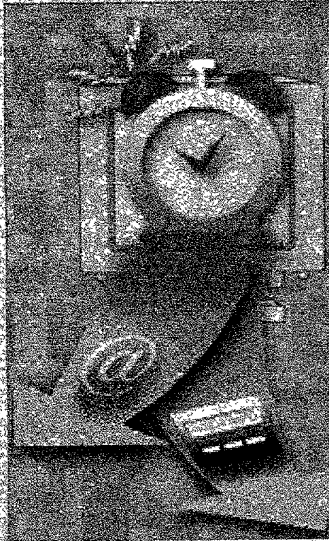


**FIG. 10**



**FIG. 11**

## Alerts Wizard



Configure the alert notification settings.

Select the alert notification method (separate recipients with ','):

☐ E-mail: 1738754@skytel.com

☐ Pager: SkyTel (W/W/W) To: 1738754

Include the following message in the alert notice:

"Please type your message here."

Send an alert notice via e-mail and/or pager:

☒ Whenever an alert is triggered

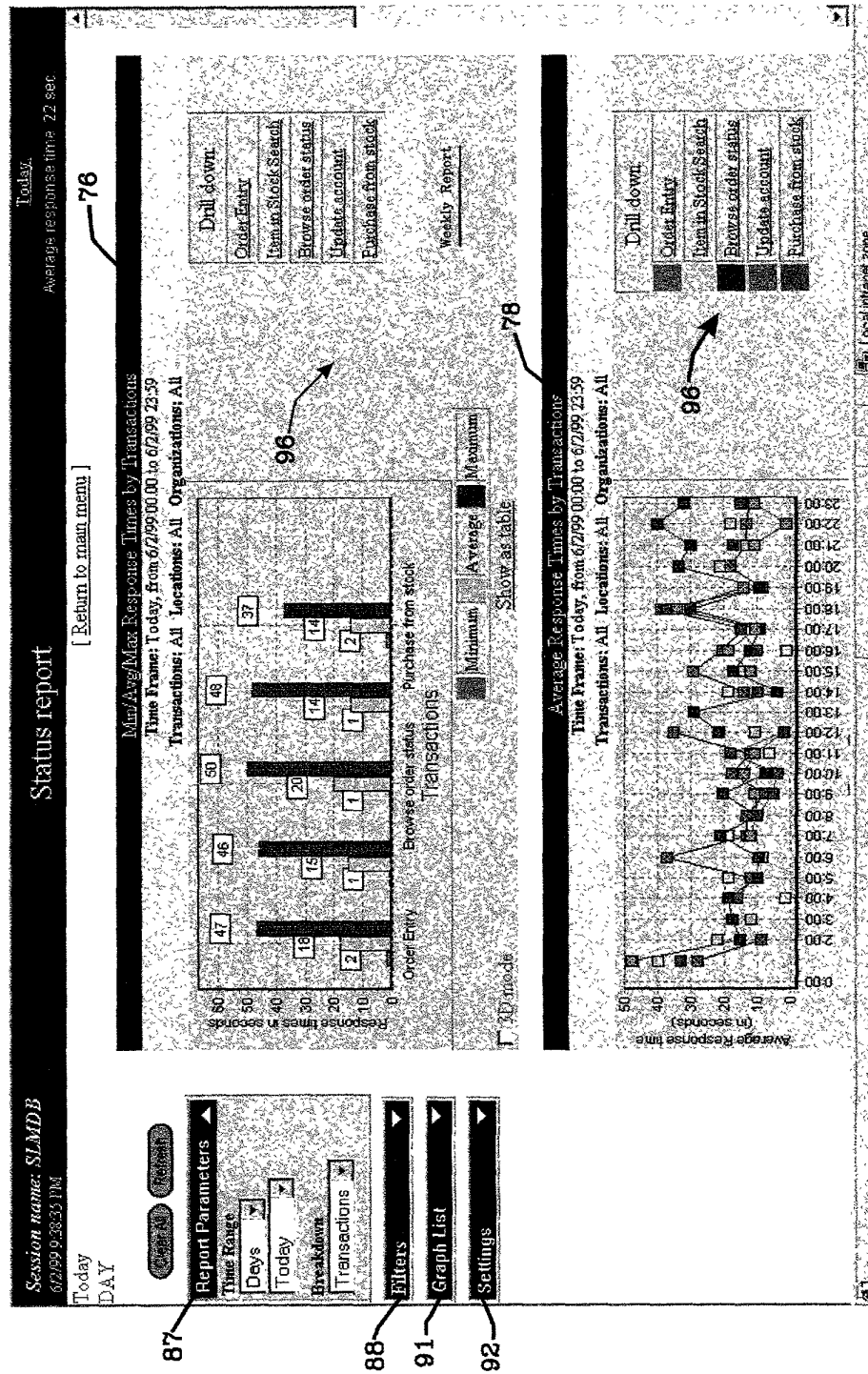
☐ No more than once per 1 hour(s)

< Back

Finish

Cancel

FIG. 12



**FIG. 13**





Today  
 DAY  
 Session name: SLMDB  
 6/2/99 9:40:36 PM  
 Health: 88% Good, 10% Fair, 2% Poor

# Status report

[ Return to main menu ]

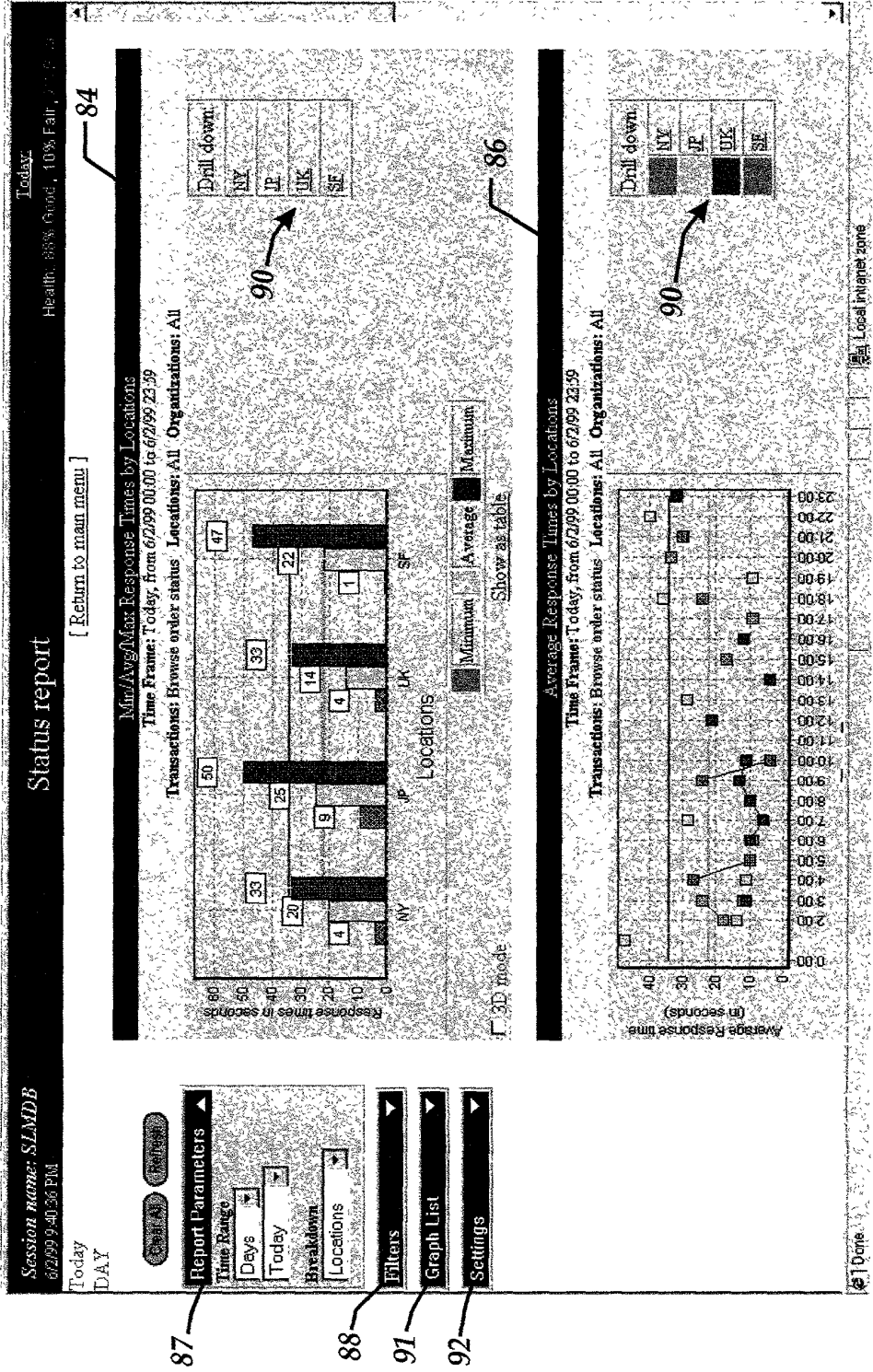
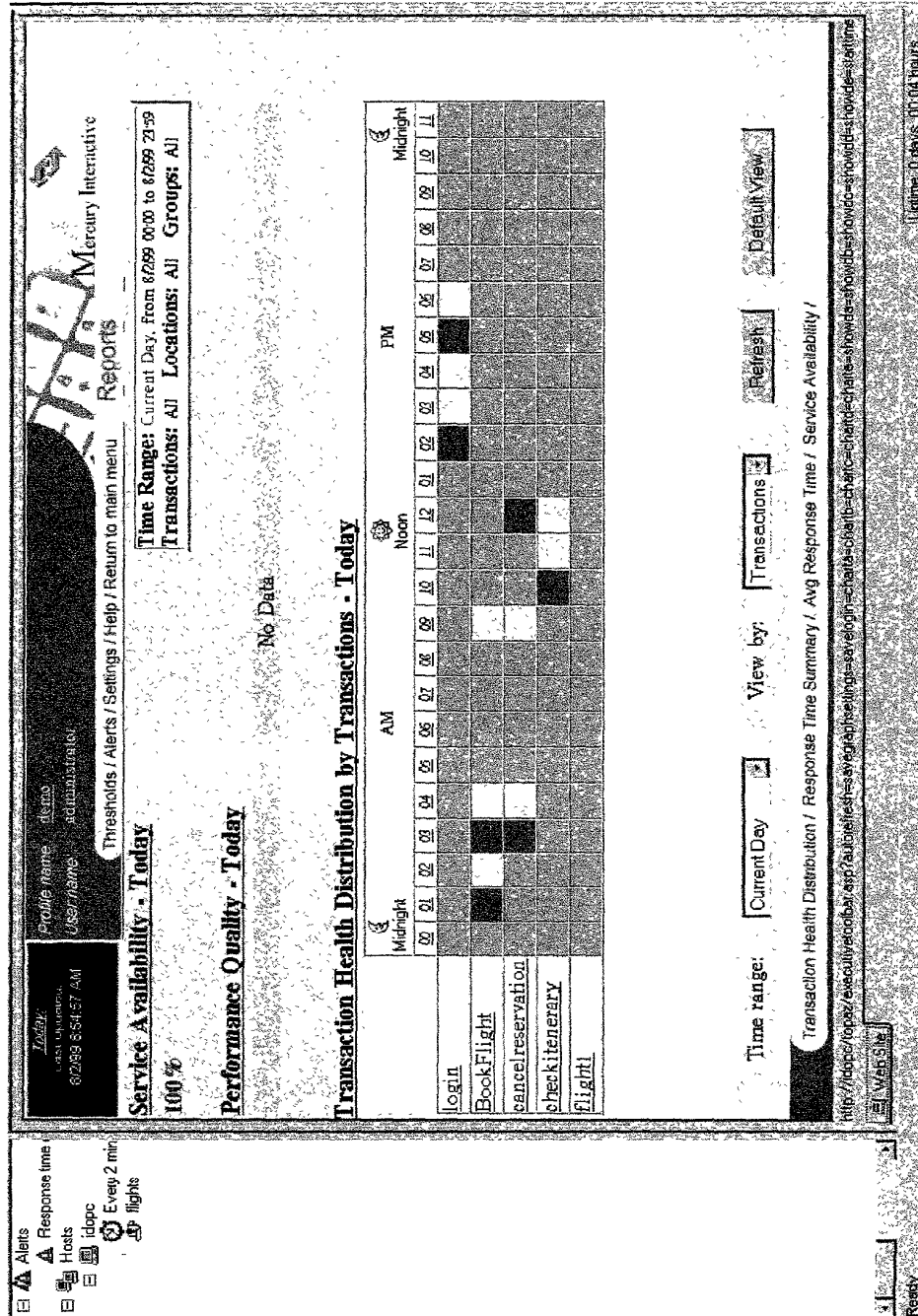


FIG. 15





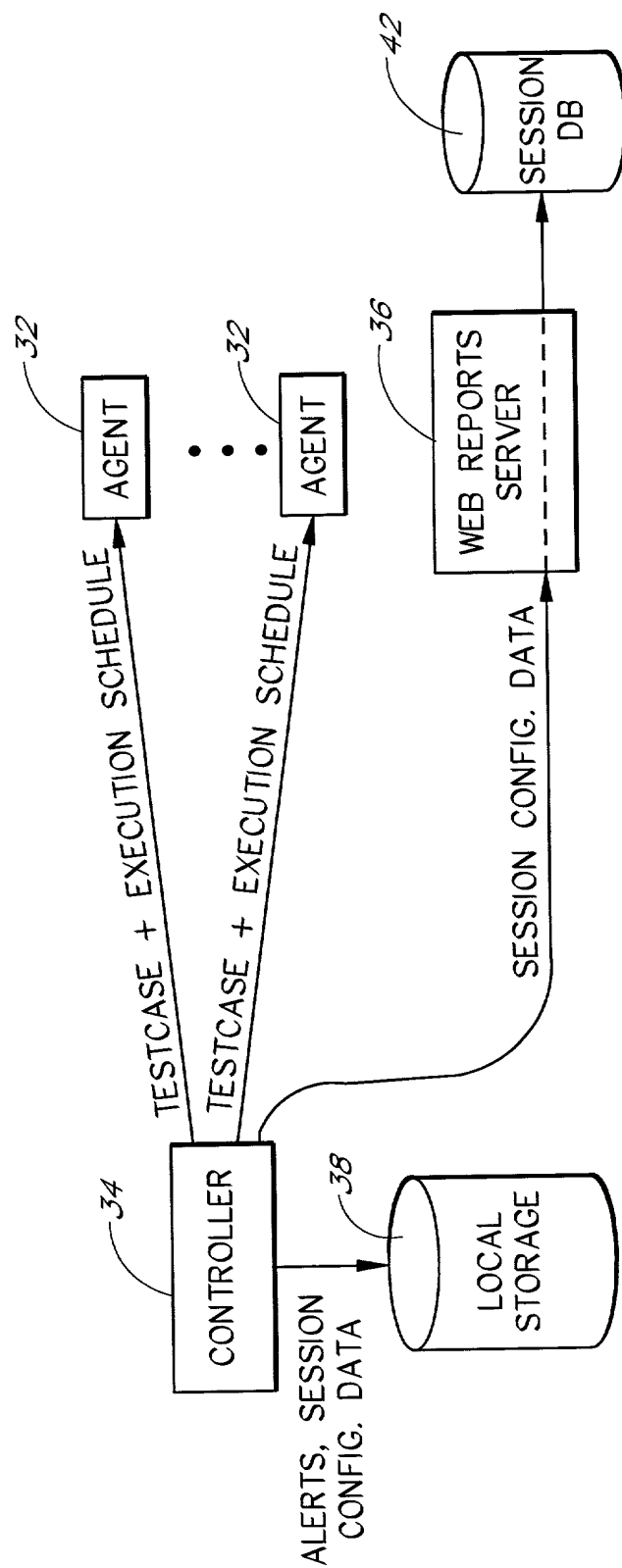


FIG. 17

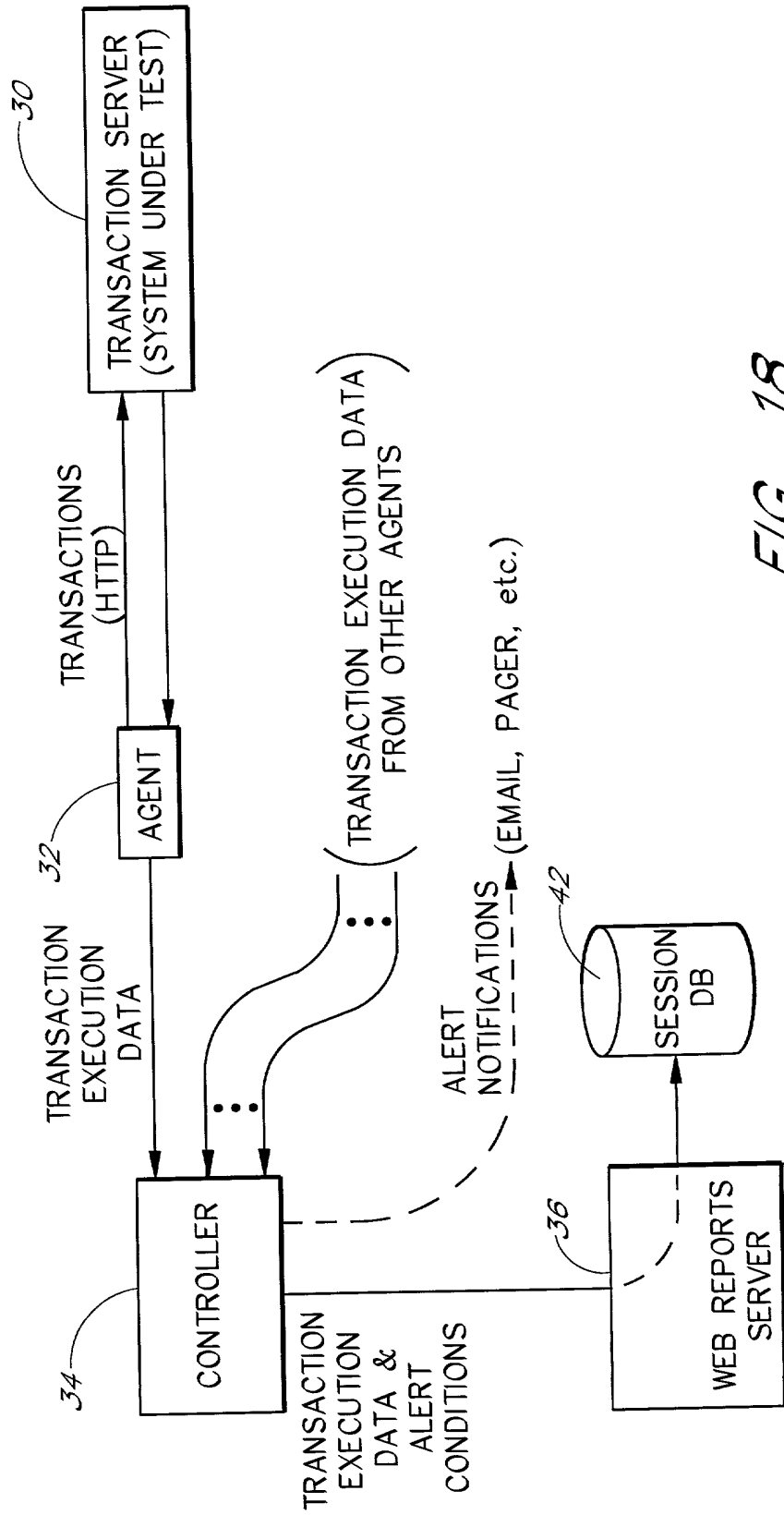


FIG. 18

FIG. 19 is a block diagram of a system architecture. The system includes a Browser (100) and a Web Reports Server (36). The Browser (100) sends Login Info to the Web Reports Server (36). The Web Reports Server (36) sends Custom Reports to the Browser (100). The Web Reports Server (36) is connected to a Sessions DB (42).

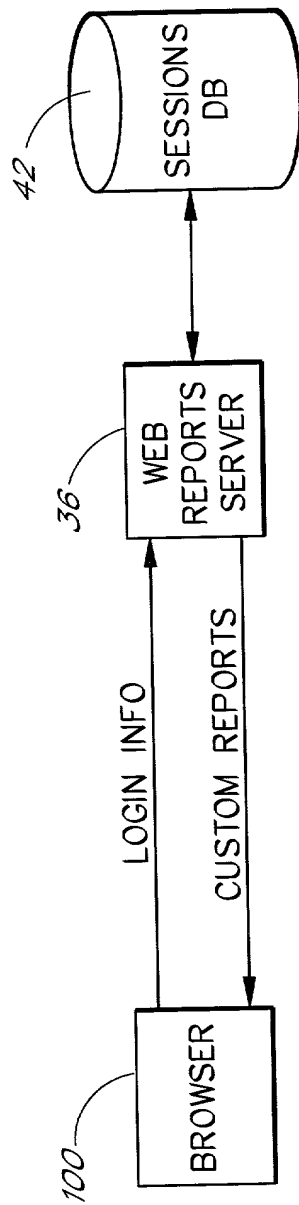


FIG. 19

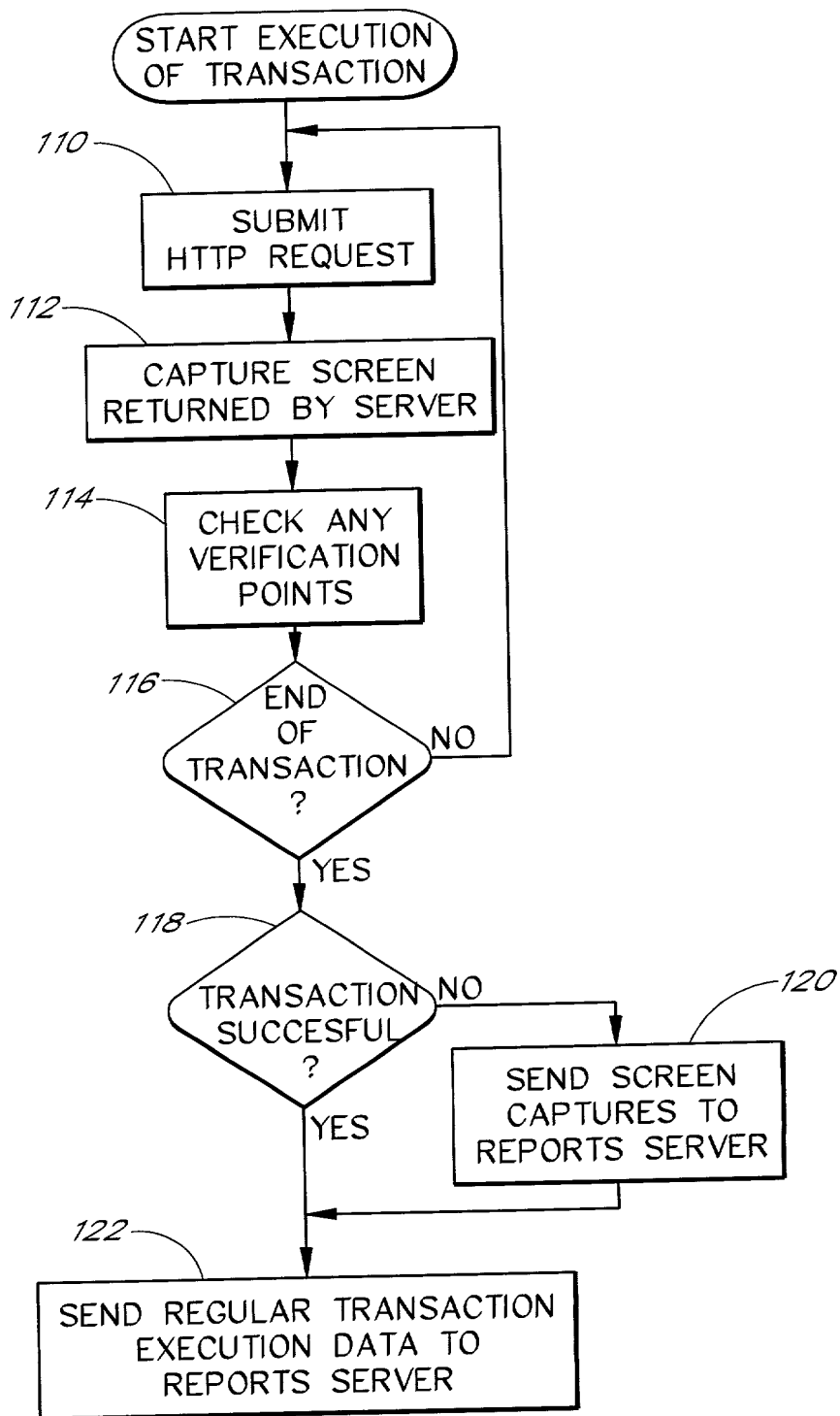


FIG. 20

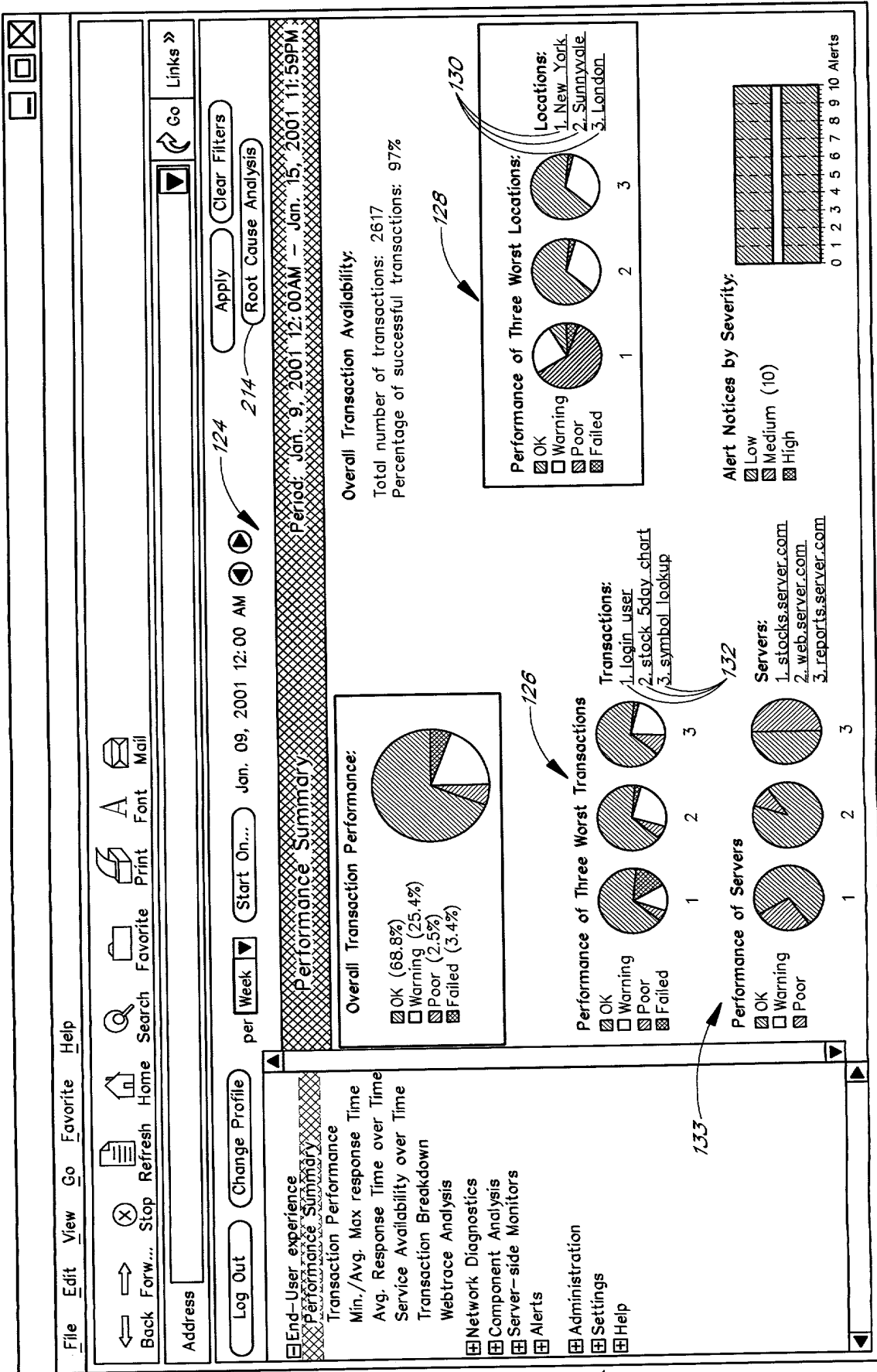
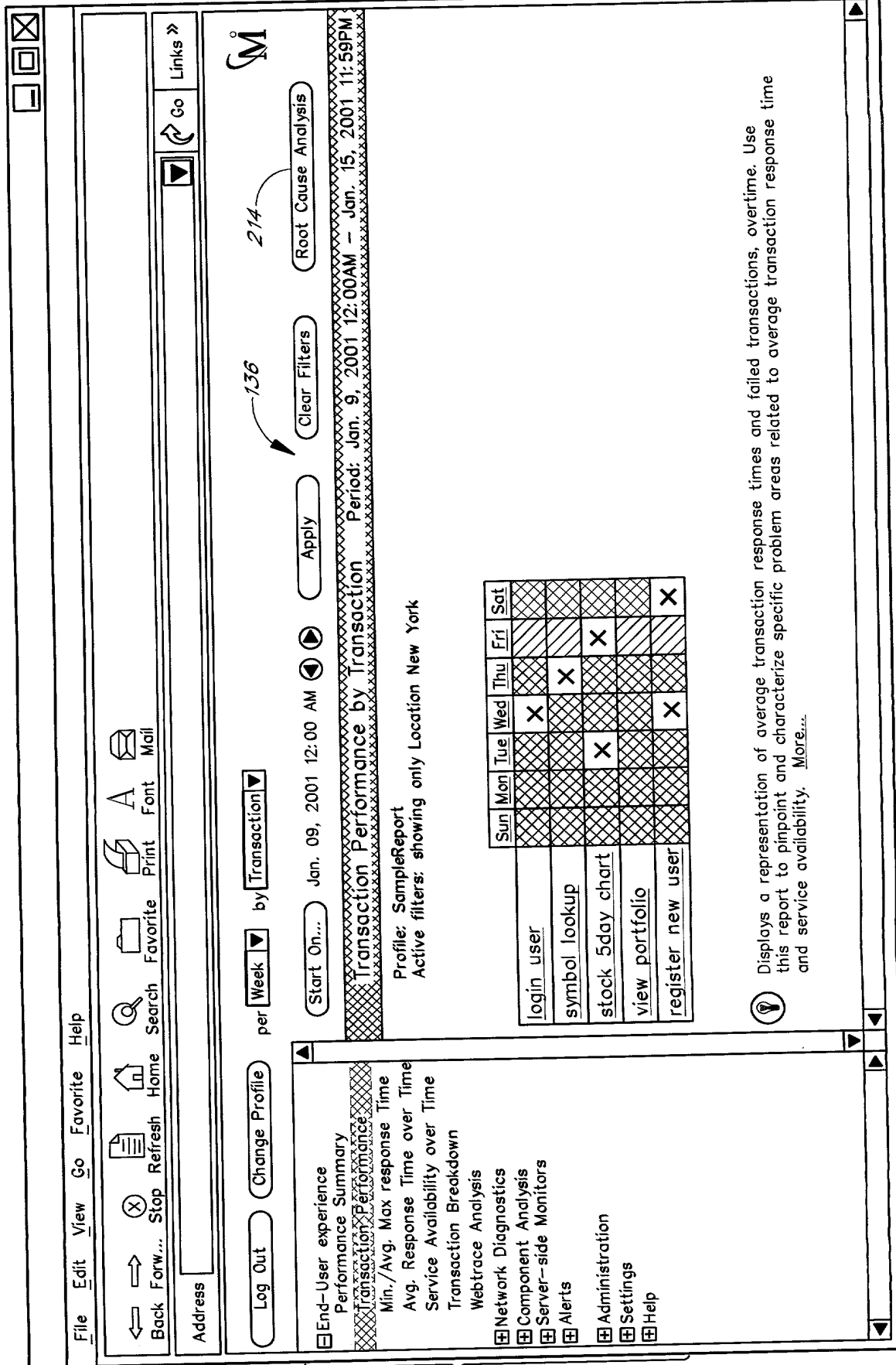


FIG. 21



**FIG. 22**

Copyright © 2001 by WebTrends, Inc. All rights reserved. WebTrends, the WebTrends logo, and the WebTrends icon are trademarks of WebTrends, Inc. All other trademarks are the property of their respective owners.

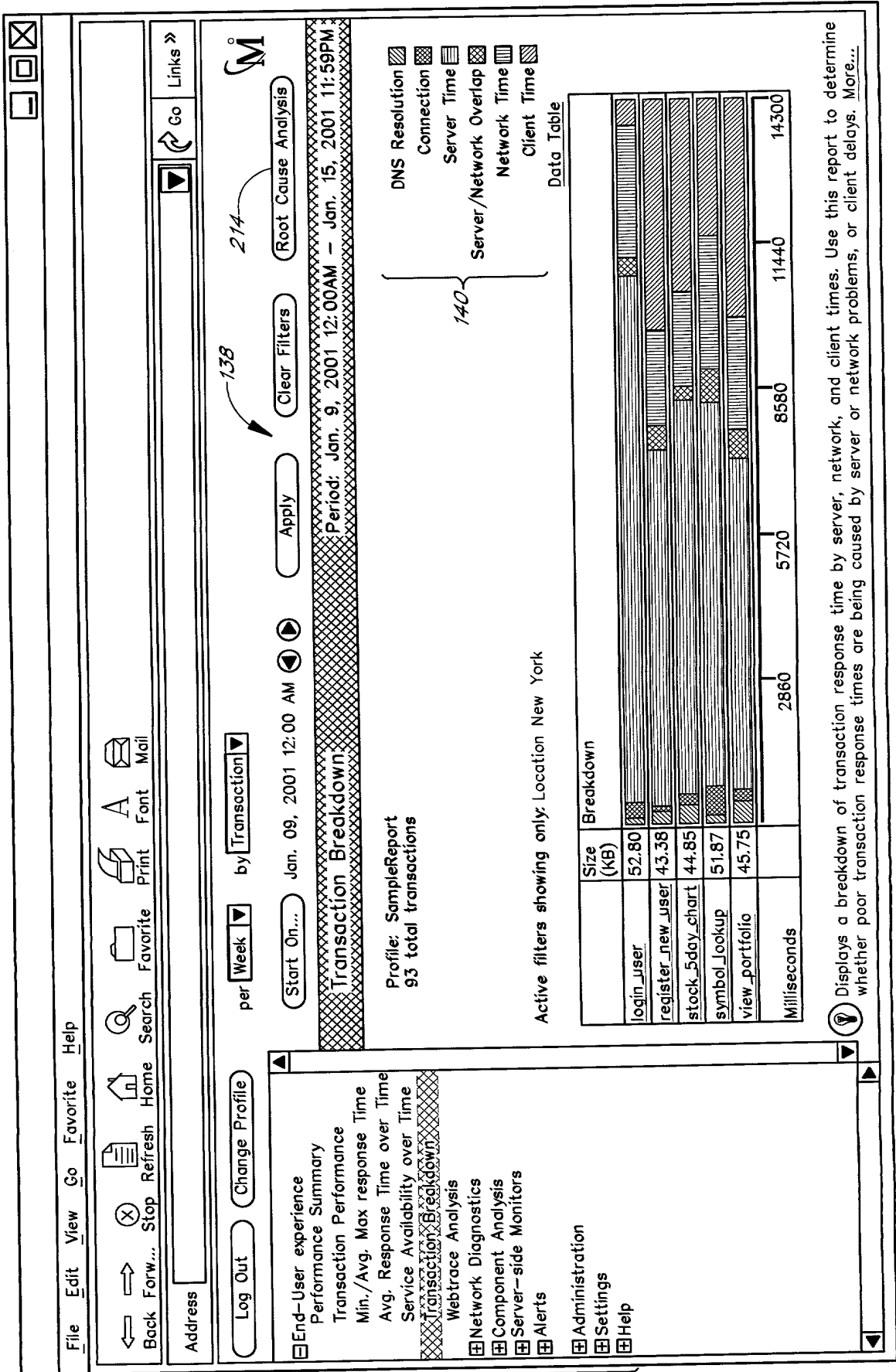


FIG. 23

134

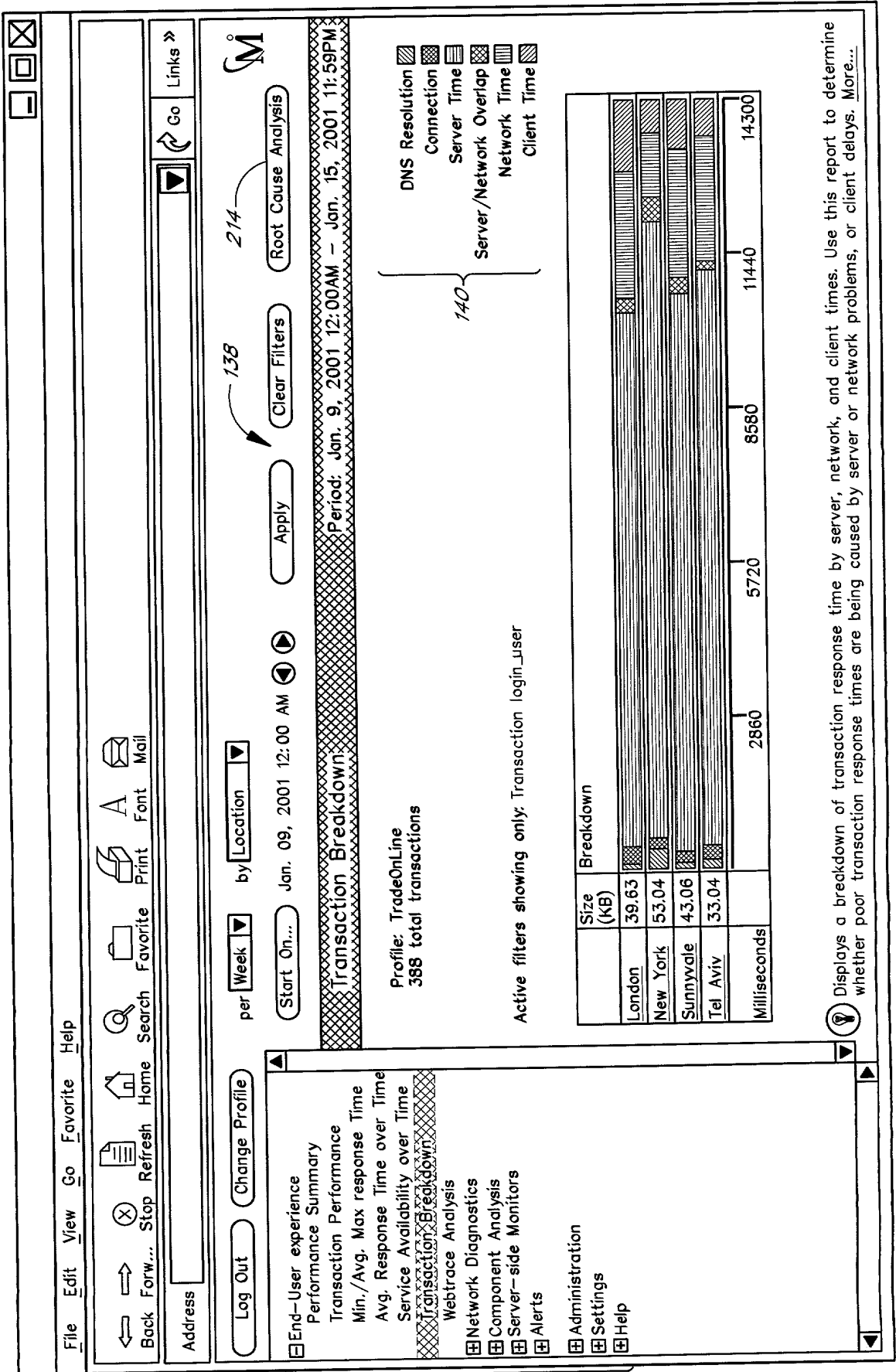


FIG. 24



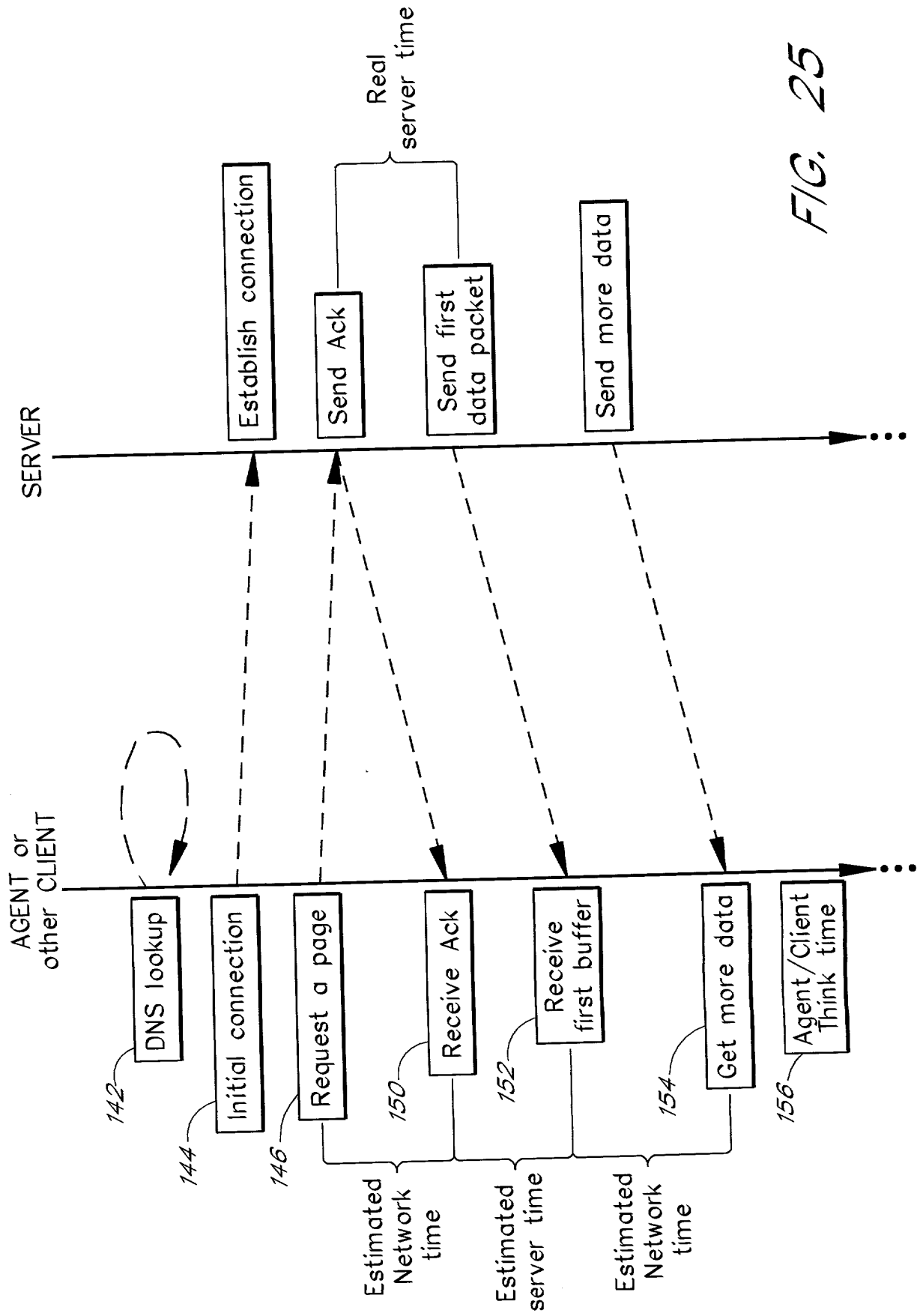


FIG. 25

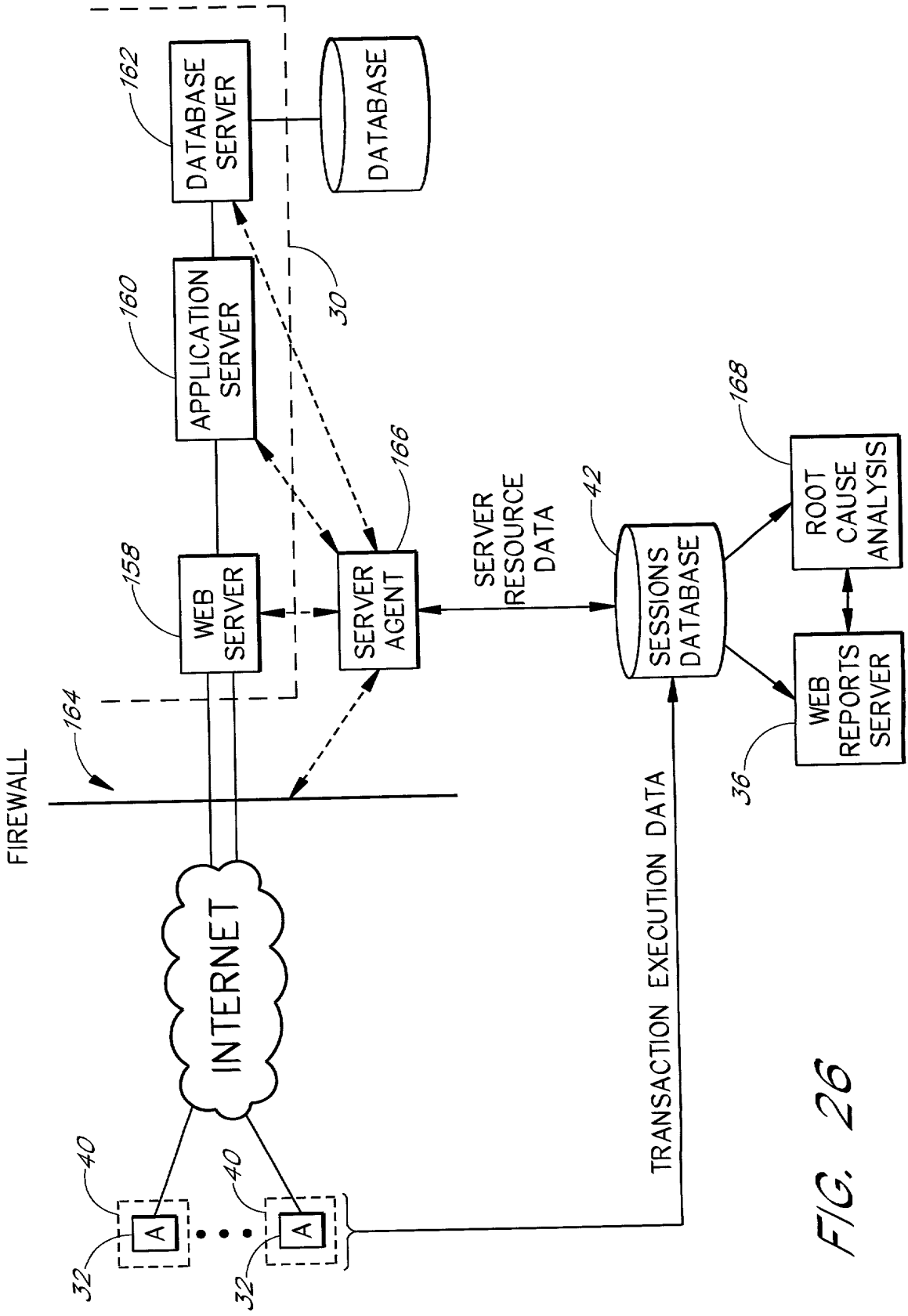


FIG. 26

**Monitored Server Properties** [X]

Configure the monitored server settings.

Name:  ▼

Operating System: ☒ Monitor operating system parameters  
 ▼

Role(s):

☒ Web server:  ▼

☒ Application server:  ▼

☒ Database server:  ▼

OK Cancel

FIG. 27

182

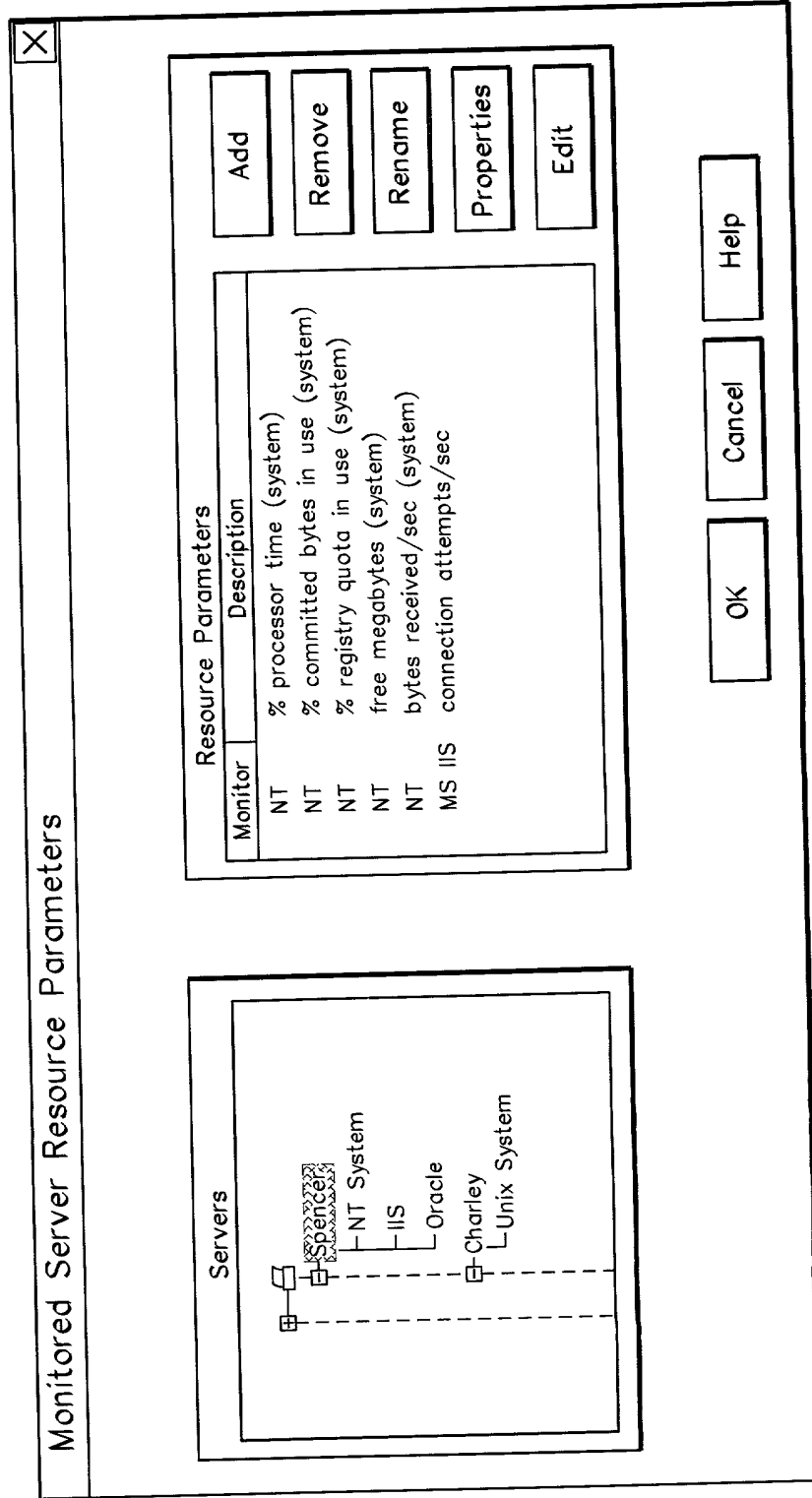


FIG. 28

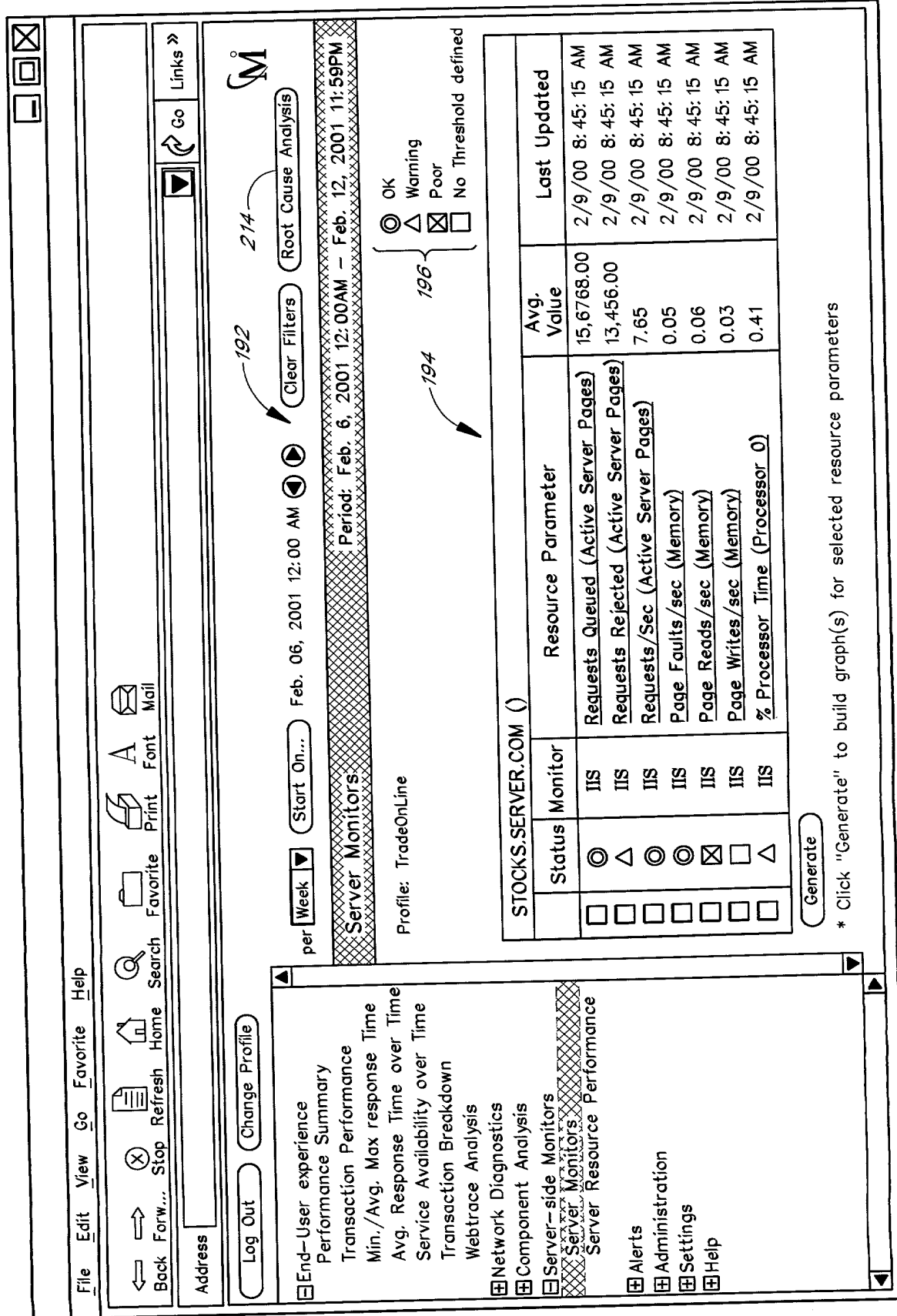


FIG. 29

www.ibm.com, etc. ...  
IBM is a registered trademark of International Business Machines Corporation.  
The IBM logo is a trademark of International Business Machines Corporation.  
The IBM logo is a trademark of International Business Machines Corporation.

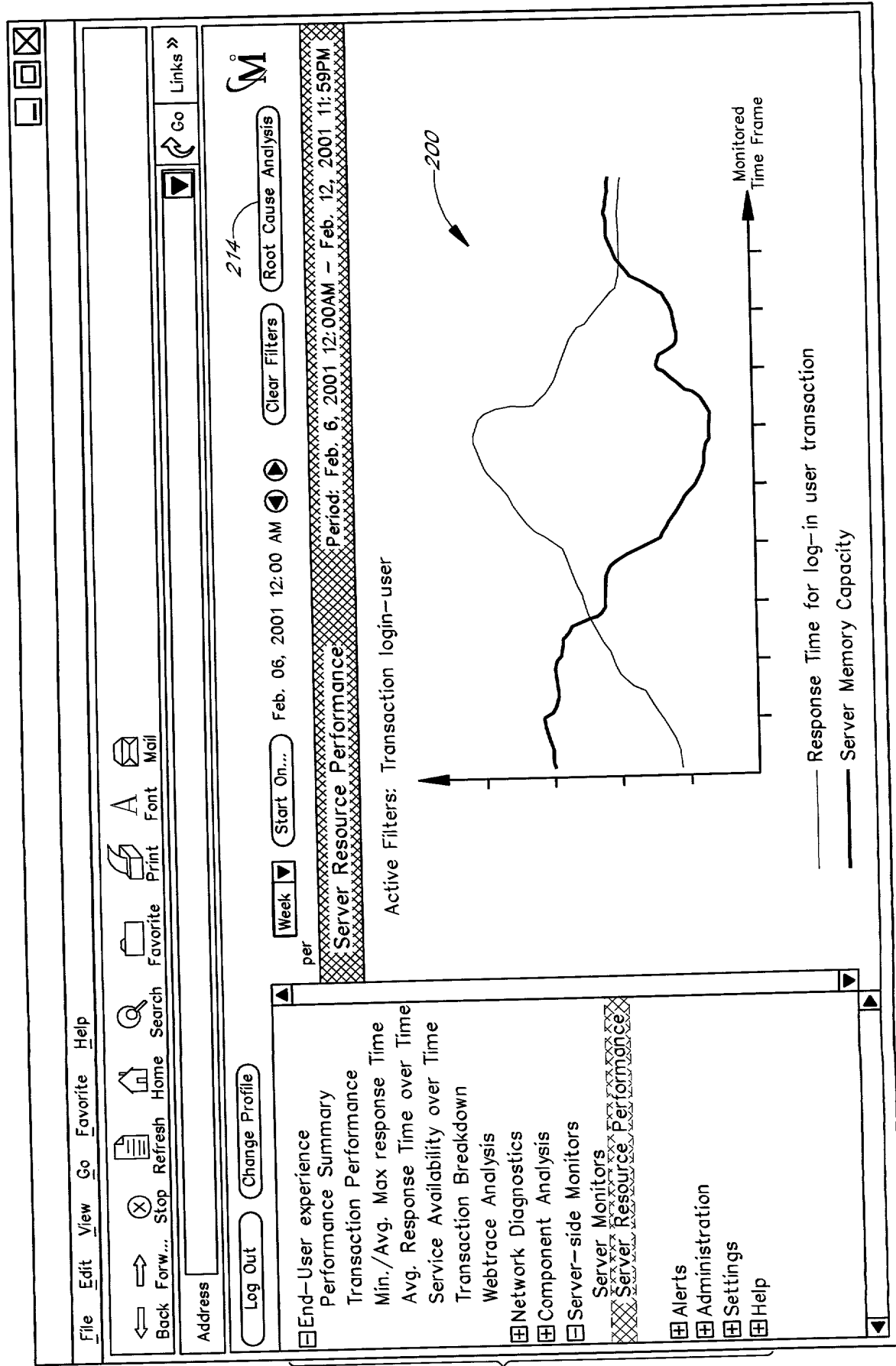


FIG. 30

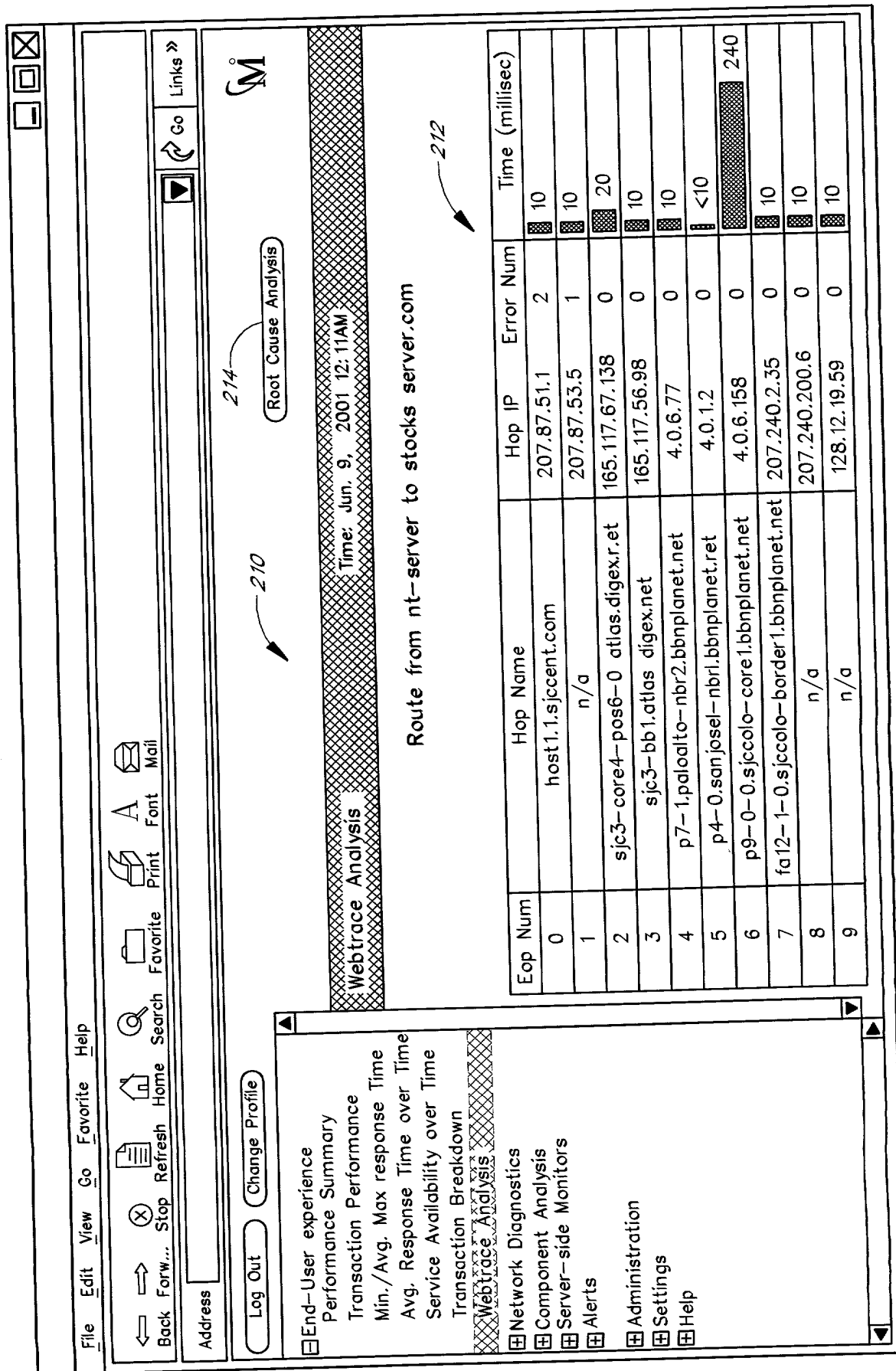


FIG. 31

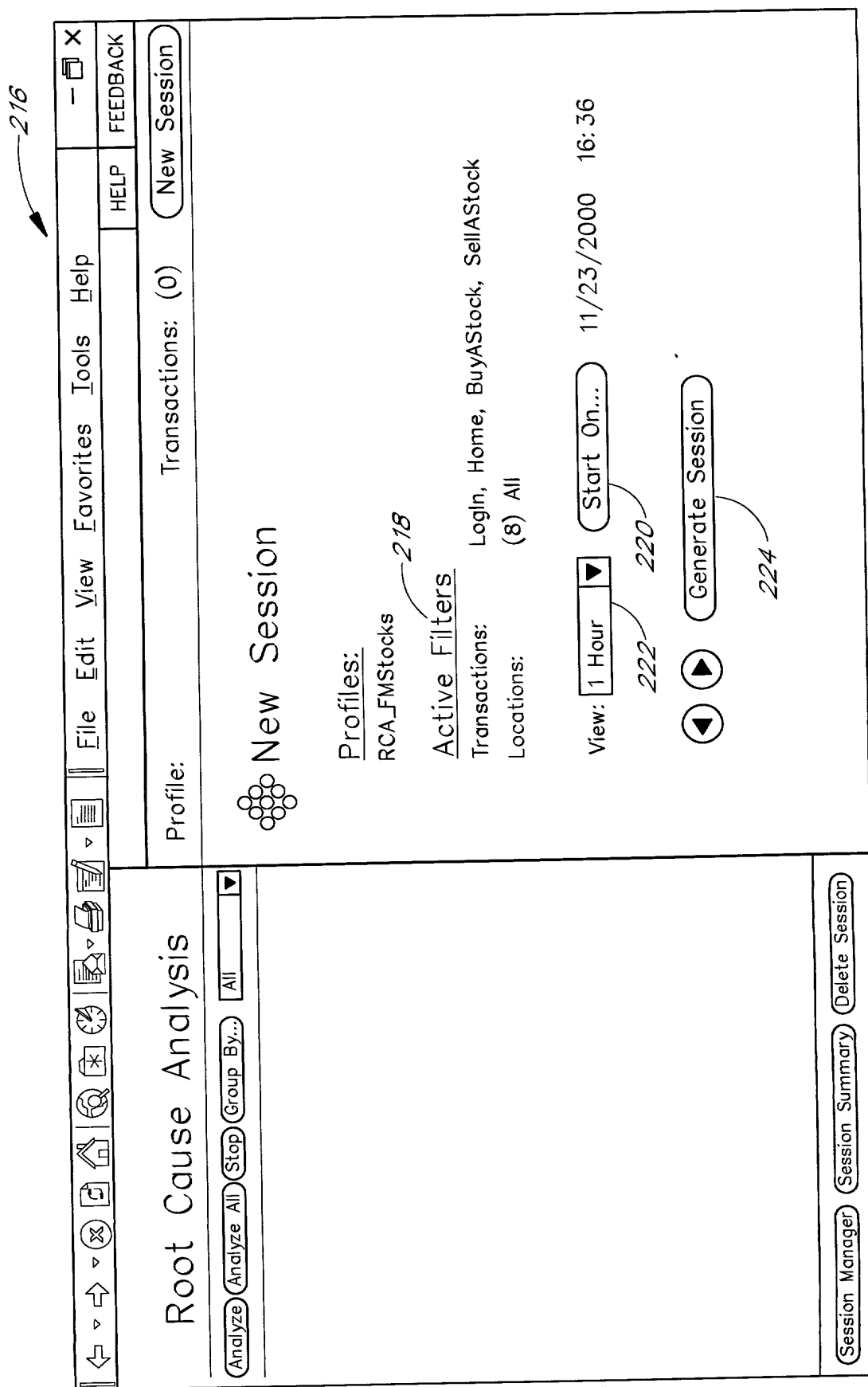




FIG. 33A is a screenshot of a software application window titled "Root Cause Analysis". The window displays a list of transactions and a bar chart showing the number of instances for each transaction. The transactions listed are "SellASStock", "Home", "Login", and "BuyASStock". The bar chart shows the number of instances for each transaction, with "SellASStock" having the highest number of instances (approximately 22) and "BuyASStock" having the lowest (approximately 2). The window also includes a menu bar with options like "File", "Edit", "View", "Favorites", "Tools", and "Help". A status bar at the bottom shows "Profile: RCA\_FMStocks" and "Transactions: (4)".

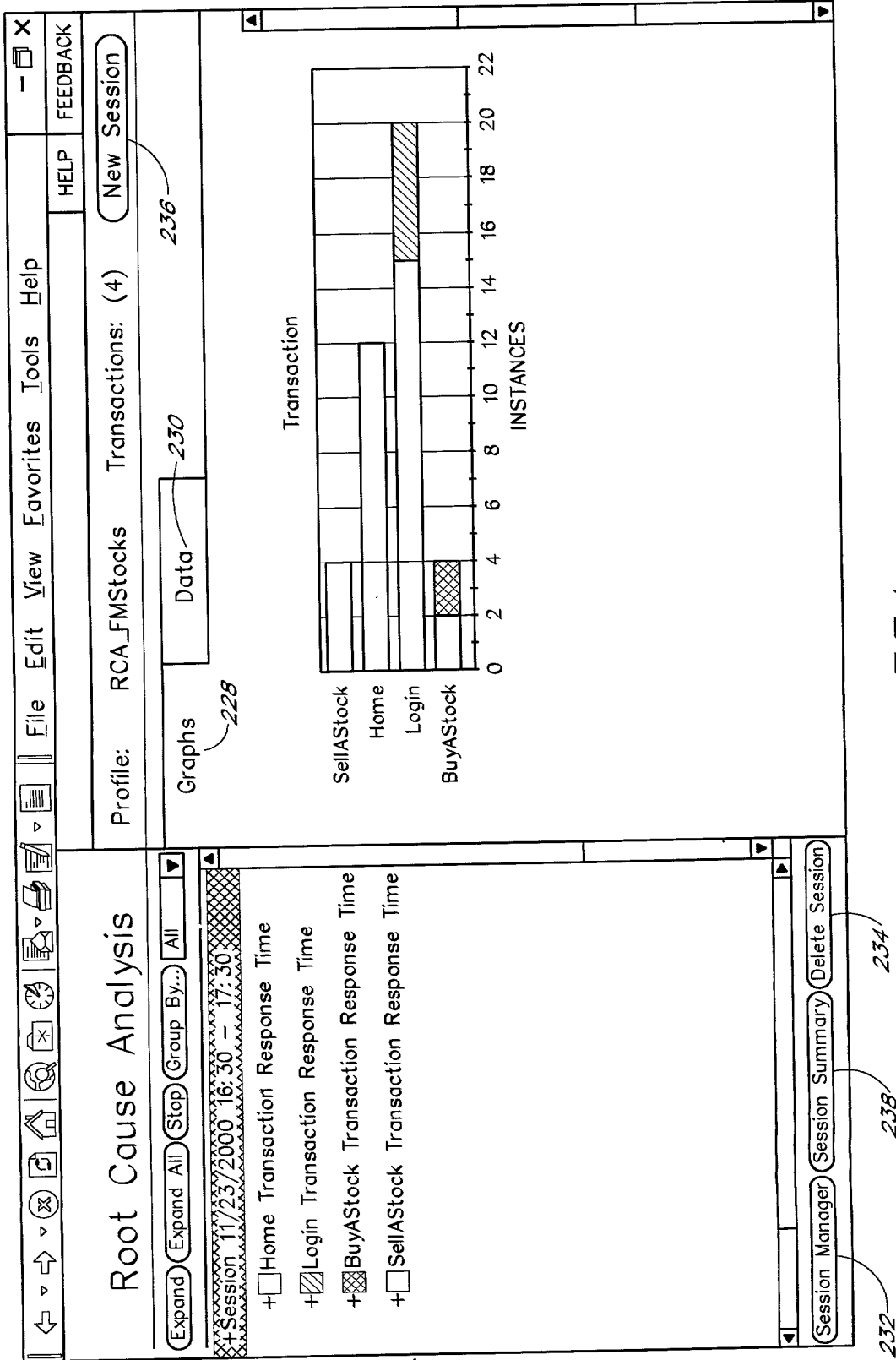


FIG. 33A

FIG. 33B is a screenshot of a web browser displaying a Root Cause Analysis (RCA) tool interface. The interface includes a menu bar with options: File, Edit, View, Favorites, Tools, Help. Below the menu bar is a toolbar with various icons. The main content area is titled "Root Cause Analysis" and displays a list of transactions for a specific session (11/23/2000 16:30 - 17:30). The transactions are categorized by type (Home, Login, BuyASStock, SellASStock) and response time. A legend at the bottom indicates the status of each transaction: OK (white square), WARNING (yellow square), and POOR (red square). The interface also includes a "Session Manager" section with buttons for "Session Summary" and "Delete Session".

Root Cause Analysis

Expand

Expand All

Stop

Group By...

All

+Session 11/23/2000 16:30 - 17:30

+☐ Home Transaction Response Time

+☒ Login Transaction Response Time

+☒ BuyASStock Transaction Response Time

+☐ SellASStock Transaction Response Time

Session Manager

Session Summary

Delete Session

Profile: RCA\_FMStocks Transactions: (4)

New Session

Graphs

Data

Session 11/23/2000 16:30-17:30

Field	Value
Transactions	Login, Home, BuyASStock, SellASStock
Profile	RCA_FMStocks
Locations	All
date_start	11/23/2000 16:30:00
date_end	11/23/2000 17:30:00

OK

WARNING

POOR

FIG. 33B

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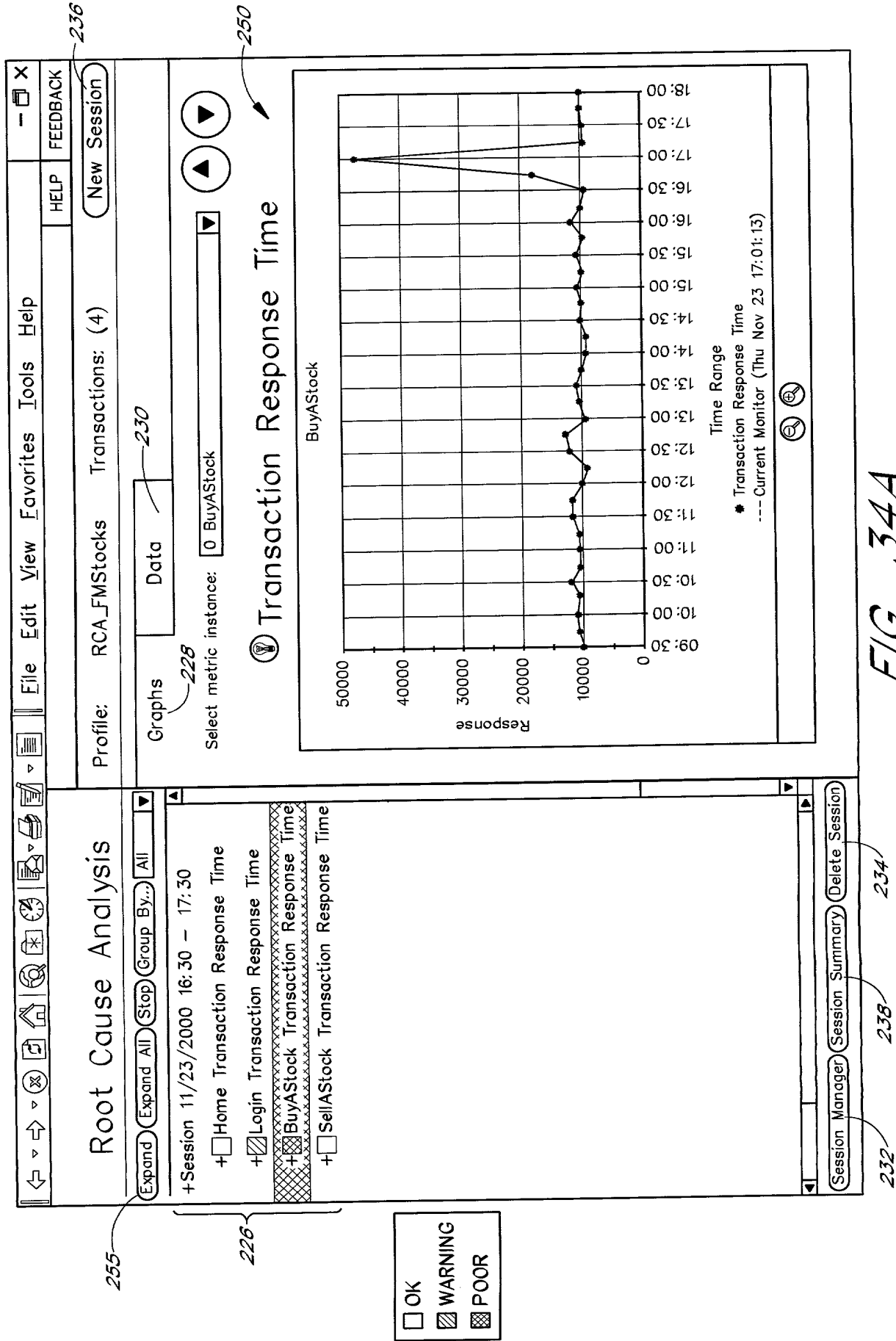


FIG. 34A





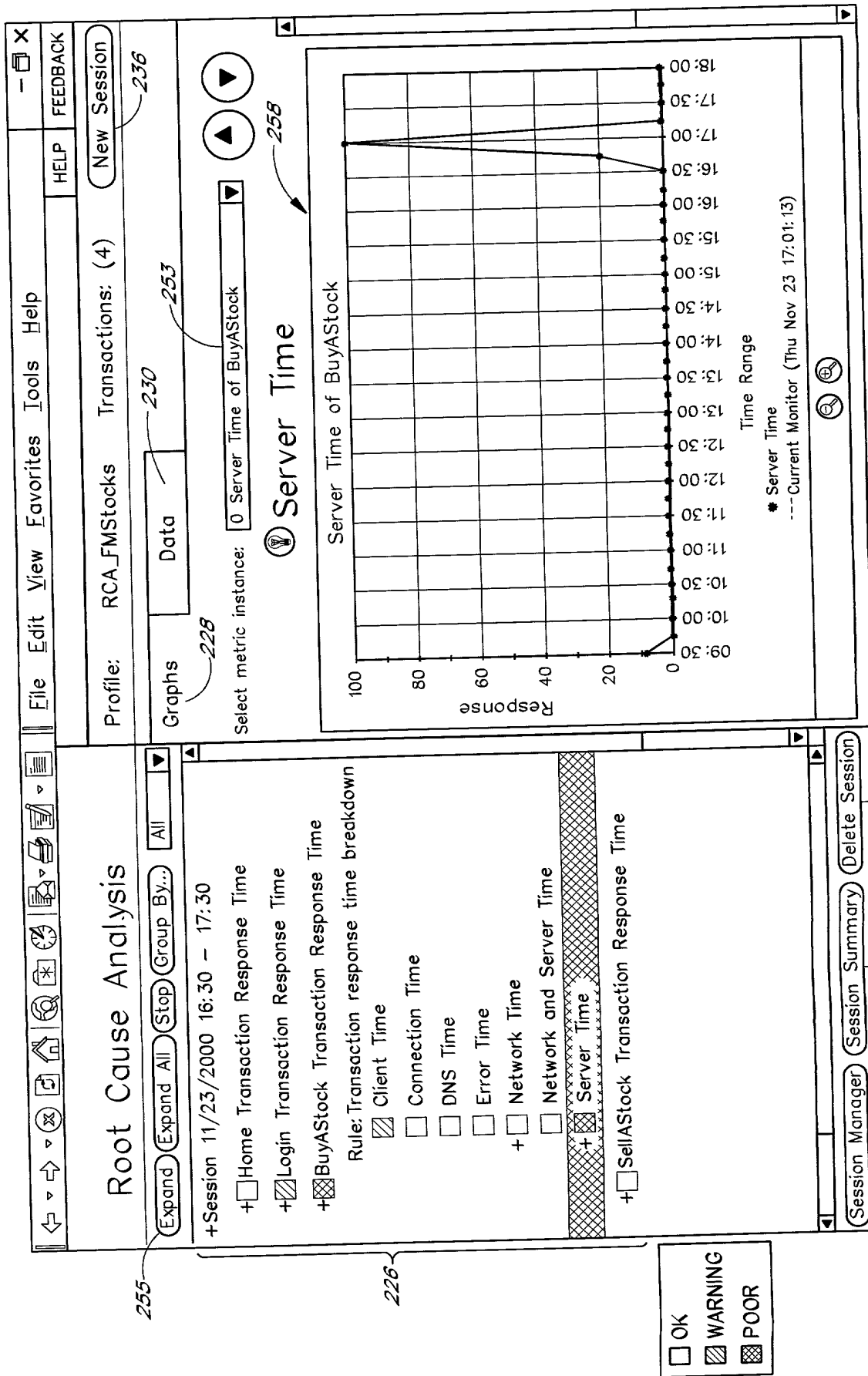


FIG. 35B

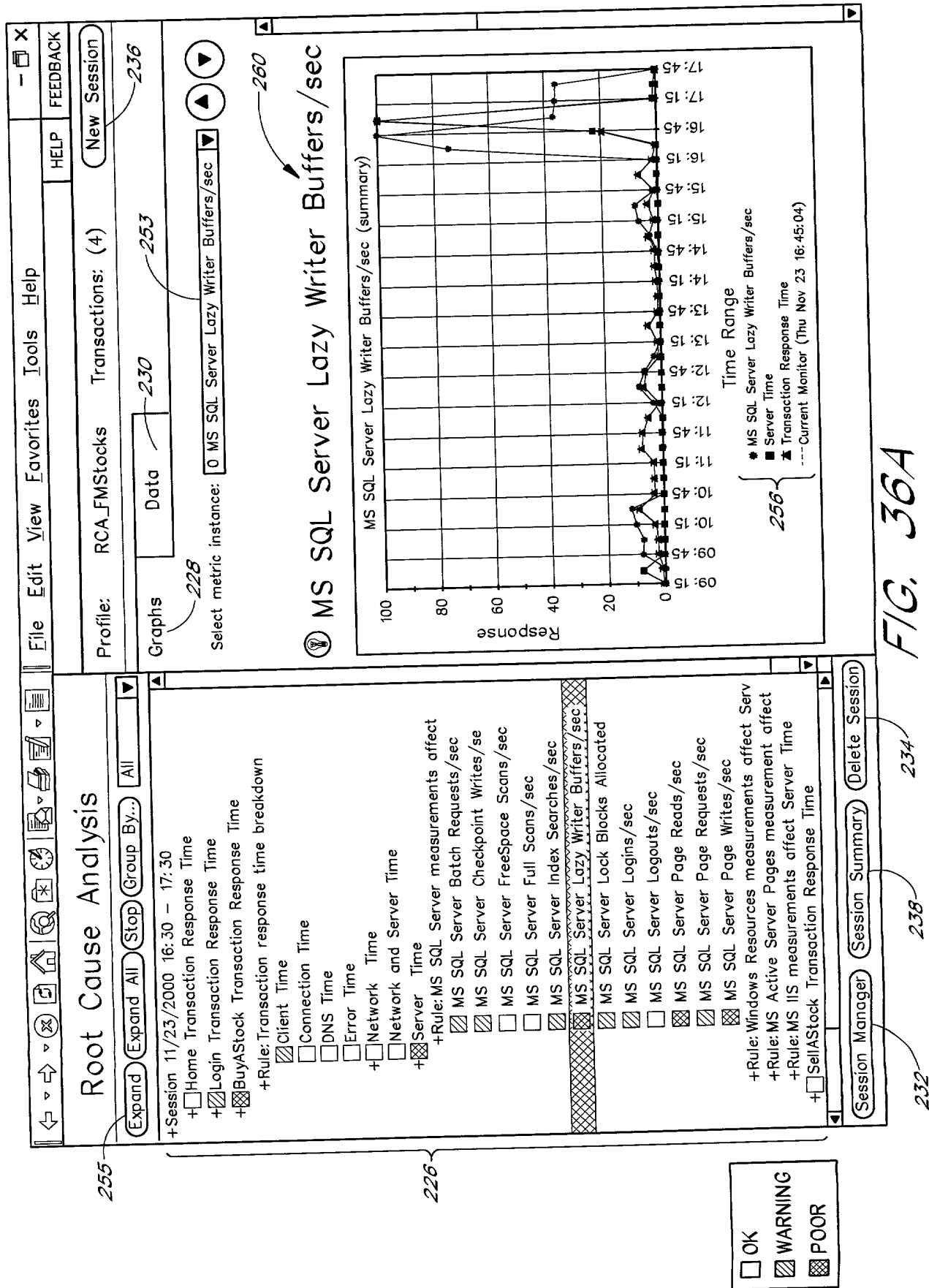


Figure 36B is a screenshot of the Root Cause Analysis tool. The tool displays a list of metrics and their status (OK, WARNING, or POOR). The metrics are grouped by session (11/23/2000 16:30 - 17:30). The metrics include: Home Transaction Response Time, Login Transaction Response Time, BuyASStock Transaction Response Time, Client Time, Connection Time, DNS Time, Error Time, Network Time, Network and Server Time, Server Time, MS SQL Server measurements affect, MS SQL Server Batch Requests/sec, MS SQL Server Checkpoint Writes/sec, MS SQL Server FreeSpace Scans/sec, MS SQL Server Full Scans/sec, MS SQL Server Index Searches/sec, MS SQL Server Lazy Writer Buffers/sec, MS SQL Server Lock Blocks Allocated, MS SQL Server Logins/sec, MS SQL Server Logouts/sec, MS SQL Server Page Reads/sec, MS SQL Server Page Requests/sec, MS SQL Server Page Writes/sec, Windows Resources measurements affect Serv, Active Server Pages measurement affect, MS IIS measurements affect Server Time, and SellASStock Transaction Response Time. The status of each metric is indicated by a checkbox: OK (empty), WARNING (half-filled), and POOR (full-filled). The tool also includes a graph showing the response time of the MS SQL Server Lazy Writer Buffers/sec metric over time. The graph shows a significant spike in response time around 16:45:04. The tool also includes a table of metrics and their status. The table is as follows:

268

266

264

262

253

255

256

257

226

Root Cause Analysis

Expand All Stop Group By... All

+Session 11/23/2000 16:30 - 17:30

+☐ Home Transaction Response Time

+☒ Login Transaction Response Time

+☒ BuyASStock Transaction Response Time

+Rule: Transaction response time breakdown

☒ Client Time

☐ Connection Time

☐ DNS Time

☐ Error Time

+☐ Network Time

+☐ Network and Server Time

+☒ Server Time

+Rule: MS SQL Server measurements affect

☒ MS SQL Server Batch Requests/sec

☒ MS SQL Server Checkpoint Writes/sec

☐ MS SQL Server FreeSpace Scans/sec

☐ MS SQL Server Full Scans/sec

☒ MS SQL Server Index Searches/sec

☒ MS SQL Server Lazy Writer Buffers/sec

☒ MS SQL Server Lock Blocks Allocated

☒ MS SQL Server Logins/sec

☐ MS SQL Server Logouts/sec

☒ MS SQL Server Page Reads/sec

☒ MS SQL Server Page Requests/sec

☒ MS SQL Server Page Writes/sec

+Rule: Windows Resources measurements affect Serv

+Rule: MS Active Server Pages measurement affect

+Rule: MS IIS measurements affect Server Time

+☐ SellASStock Transaction Response Time

Session Manager Session Summary Delete Session

File Edit View Favorites Tools Help

Profile: RCA\_FMStocks Transactions: (4) New Session

Graphs Data

Select metric instance: 0 MS SQL Server Lazy Writer Buffers/sec

MS SQL Server Lazy Writer Buffers/sec

Response

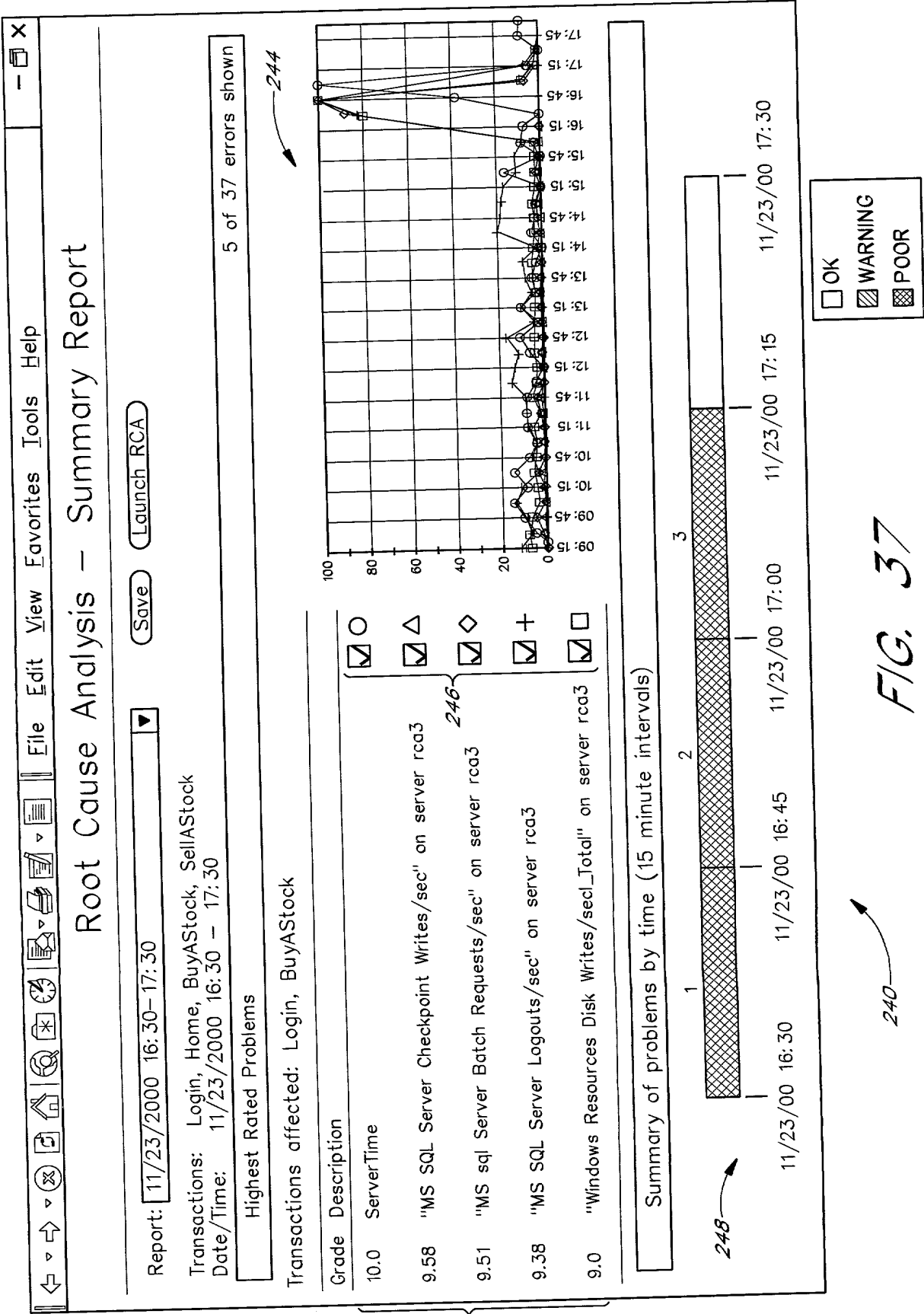
Time Range

MS SQL Server Lazy Writer Buffer/sec

Current Monitor (Thu Nov 23 16:45:04)

FIG. 36B





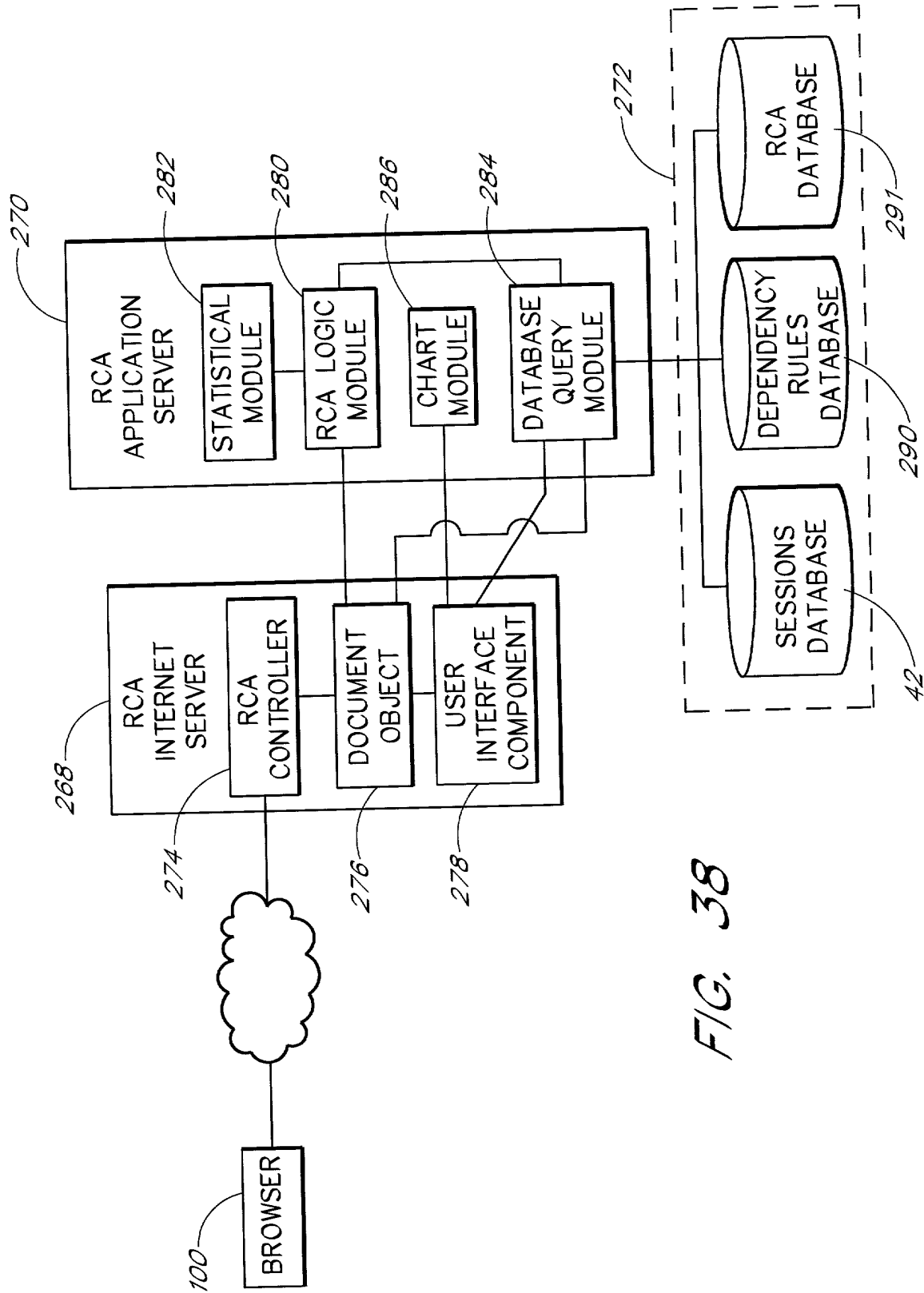


FIG. 38

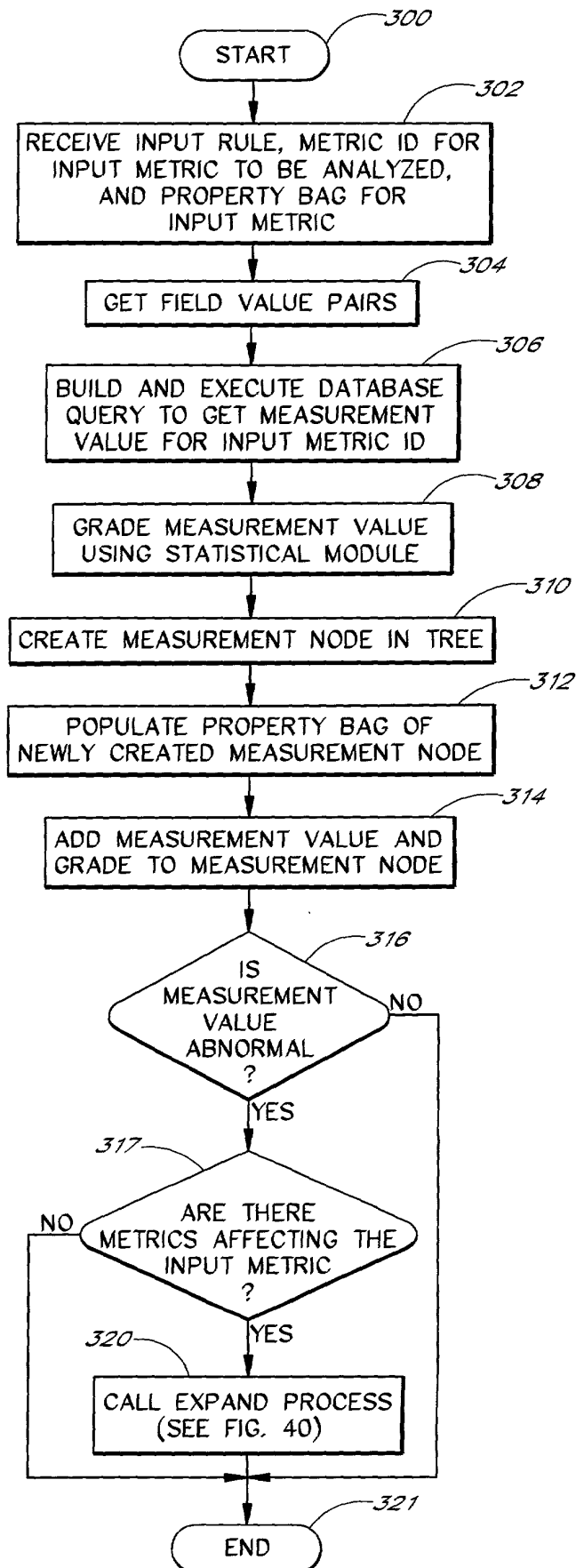


FIG. 39

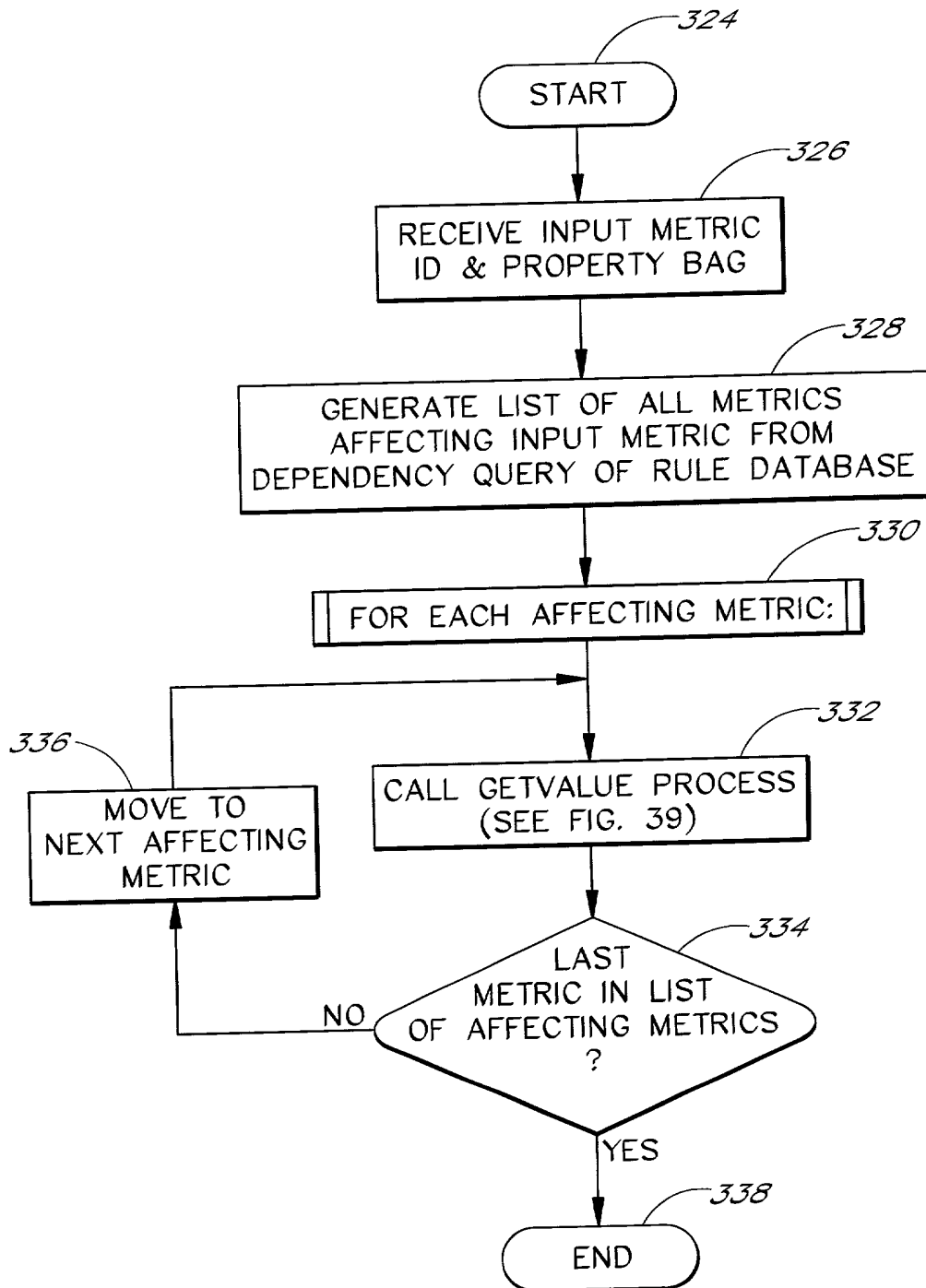


FIG. 40

